Areas of Expertise and Objectives

AnandV

INDIAN | Born on 1st April 1990



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* Over 9+ years of experience in below areas
* VIRTUSA|POLARIS - Team Lead in Production support services in Capital Markets for CITI Bank project (Management Handling Teams)
* TCS - Senior Analyst in IT Support Prod Ops Service Now Change Management & Incident Management for CITI Bank CARDS (Development and Testing)
* TCS - Analyst in IT Support Prod Ops (Business Application Support Group) Service now - Incident Management in Capital Markets CITI Bank Project (Application Testing)
* TCS - Analyst in Trade Processing in Hedge Fund in CITI Bank (Monitoring and verification)
* Fidelity - Analyst in Investment Banking at Fidelity Investment services (Identification, Monitoring, Corrections, Verifications, Billing for Insured participants for client requirement)
* TCS - Additional Job experience in On-boarding and Off-boarding of employees.
* Presently associated as Senior Consultant Technology with VIRTUSA
* To contribute my experience and management skills in a position with a growing and dynamic firm. Seeking a responsible post with an opportunity for professional challenge and growth to support and enhance cooperative objectives of the company.
* An organized and independent able to effectively coordinate tasks to accomplish projects with timeliness and creativity, able to strategize and prioritize effectively to accomplish multiple tasks and stay calm under pressure.

Education



* **+2 (2008) – SGHV (Matriculation)**
* **BBA (2011) – Madras Christian College – Autonomous**
* **MBA (2015) – Anna University – Correspondence**

Certification & Awards



* **Certifications in VIRTUSA and TCS**
  + **Certified in ITIL Foundation**
  + **Certified in LDP\_Ascent - The Foundation for your Leadership Journey**
  + **Certified in Digital/BPS : Technology Appreciation\_Foundation**
  + **Certified in Digital :Web Modernization – BFS Foundation**
* **Awards In Tata Consultancy Services & Fidelity Investment**
  + **Star Performer Award.**
  + **Received Award for Outstanding Performance in work and zero error for half yearly.**
* In **Fidelity Investments**
  + **Won Zero Defects Silver Award.**
  + **Certified for Outstanding Performance in work and Zero Errors for the 3 consecutive months.**



Experience & Role

**1.10 Years @ Virtusa|Polaris**

2019 – till date

Chennai | India

**6.8 years** @ **TATA CONSULTANCY SERVICES**

2013 – 2019

Chennai | India

**1.6 years** @ **Fidelity Investments**

2011 – 2013

Chennai | India

* Good Interpersonal & Communication skills
* Time Management
* Positive Attitude and Self-Confidence
* Quick Learner with keen interest to learn new technologies
* Good Team Player
* Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic.
* Expertise in MS Word and MS excel



About me

**Assignments in Virtusa|Polaris (2019 – till date)**

|  |  |
| --- | --- |
| **2016 - Till Date** |  |
| **Client** | CITI BANK |
| **Project** | Capital Markets - ECC - MSST - Markets Securities and Service Technology (2019 – Till date) |
| **Location** | Chennai, India |
| **Domain** | ICG\_IT\_L1\_PRODUTION SUPPORT SERVICES |
| **Role** | Senior Consultant Technology - Team Lead |
| **Tools** | SERVICE NOW |
| **Process** | * **Team Lead – Handled MAINFRAMES Development Team** * Worked on maintaining Teams hourly status report for L1 teams to be shared to CITI Oversight Management team * Any escalations or MIM created for my team based on priority need to have a call with L2 and L1 teams to sort it out finally convey the good results to client requirement * Every Shift starts and ends need to prepare Scope report and Hanover Oversight team via mail then need to convey if any issues or escalation be covered need to discuss via call * Need to monitor on Feed queries from user, Alerts and Incidents assign to particular teams on hourly basis and convey to the teams to work on it based on priority * Prepare Shift ROTA for teams and convey to Team prior Month starts * Prepare and Share the weekly performance report for teams to my Manager at weekly once * As per calendar invite weekly once will arrange the call with Teams to discuss weekly updates then share the minutes of meeting to Team as well as to my Manager * As per calendar invite bi-weekly arrange a call with L2 team checking with any new updates then convey to L1 teams follow the new updates * Quarterly once inform team to fill Goal sheet for their Appraisal Rating Performance based on each individual Performance will discuss and provide Ratings. | |
| **Environment** | Microsoft Windows and Citrix Application |
| **Browser** | Internet Explorer | Chrome | Firefox |

**Assignments in Tata Consultancy Services (2013 – 2019)**

|  |  |
| --- | --- |
| **2016 - Till Date** |  |
| **Client** | CITI BANK |
| **Project** | SERVICE NOW - CHANGE MANAGEMENT & INCIDENT MANAGEMENT (2016-2019) |
| **Location** | Chennai, India |
| **Domain** | ICG\_IT\_PRODUTION SUPPORT |
| **Role** | Senior Process Associate (IT Support) |
| **Tools** | SERVICE NOW |
| **Process** | * **Service Now - Change Management** * Working for APAC and EMEA country Change tickets * Create Change tickets as per requestors request to proceed with Registration to review phase, will add servers based on requestors updates * Once the Change moves to Task assessment create task Involved in creating manual test wares and automated Test scripts Create SSD (Seed Stage Deploy) documentation in COB and attach to the change task later get its approved from CTask approvers * Testing will be done in UAT and COB later it will be moved to PROD * Once the Change moves to Approval phase request to get group approvals from certain Change approvers to get Change to implementation phase * Weekly once will have CAB call to discuss with requestors or coordinators * Co-ordinate with onsite team for defects closure and Performing Root Cause Analysis for Critical defects * **Service Now - Incident Management** * Working for APAC and EMEA country Incident tickets, Initial Investigation on the query raised and identifies the key issue. * Understanding Business Requirement, Functional Specification and Technical Specification Documents and decomposing the requirements in Creating and assigning of Incidents tickets based on several (LOB) Line of Business * Will receive Normal Inc, Batch and Alert Inc’s, Identifying critical Defects and preparing Defect logs, Defect was tracked on a daily basis and same was retested and Re-raised/Closed. * Performing Root Cause Analysis for Critical defects * Coordinating with Client for execution and defect closure | |
| **Environment** | Microsoft Windows and Citrix Application |
| **Browser** | Internet Explorer | Chrome | Firefox |
| **(2015-2016)** |  | | |
| **Client** | CITI BANK | | |
| **Project** | Business Application Support Group (BASG) – SERVICE NOW - INCIDENT MANAGEMENT - (2015-2016) | | |
| **Location** | Chennai, India | | |
| **Domain** | Capital Markets | | |
| **Role** | Senior Process Associate (IT Support) | | |
| **Tools** | FTP - File Transfer Protocol  AIS - Alternative Investment Services  MOM - Middle Office Monitor  GENEVA  Frontier Admin  Frontier Recollector  Frontier Recon | | |
| **Process** | * **Service Now - Incident Management** * Handling Service now - INC tickets from several teams for server issues and file loading application issues, Initial Investigation on the query raised and identifies the key issues. * In case of query/requirement of further investigation from other entities, send mail/update mails to respective stakeholder and organize calls accordingly as required. * Investigating the technical query receive and following it up with various application teams, analyzing the impact of the issue and briefing to the end user/clients*.* * Execute Test cases as per the approval scenarios. * Raise Defect with the developer in situations where the system is not working as per requirement, Review and document of test case execution. * Update the relevant teams on the timelines when the production issue fixes promoted to Production environment, Provide support and address queries on the production issue to the Operations whenever required * Performing Root Cause Analysis for Critical defects based on Incident closure * Maintain month end works which include Incidents tickets which we cover on particular Month prepare documentation for Quality and Client requirement.. | | |
| **Environment** | Microsoft Windows and Citrix Application | | |
| **Browser** | Internet Explorer | Chrome | Firefox | | |
| **(2013-2015)** |  |
| **Client** | CITI BANK |
| **Project** | Trade Processing (2013-2015) |
| **Location** | Chennai, India |
| **Domain** | Capital Market (Hedge Funds) |
| **Role** | Senior Process Associate |
| **Tools** | FTP - File Transfer Protocol  AIS - Alternative Investment Services  MOM - Middle Office Monitor  GENEVA |
| **Process** | * Load the Trade files In MOM via AIS Portal and to reflect in Geneva 8.0. * Booking of trades (Equities, Forwards, Futures & Options) in Geneva 8.0 * Interacting with onshore Client for reports to be delivered on timely manner for Reconciliation Process. * Validating and processing corporate actions reported for the fund. * Pricing the fund as per Bloomberg, compare Geneva price to Broker price and ensure that securities pricing comply with pricing policy of the fund. * Reconciling of Cash and Positions between Geneva and Prime Broker to meet Daily SLA. * Performing month end works which include Market Value reconciliation,   Dividend reconciliation and preparing GAV (Gross Asset Value) package.   * Generating Monthly Reports / Quarterly Reports / Half-Yearly Reports / Annual Reports to meet client SLA. | |
| **Environment** | Microsoft Windows and Citrix Application |
| **Browser** | Internet Explorer | Chrome | Firefox |

**Assignments in Fidelity Investment (*From2011 – 2013*)**

|  |  |
| --- | --- |
| **2011 – 2013** |  |
| **Client** | Fidelity Investment |
| **Project** | Feed Processing/Single Client Feed |
| **Location** | Chennai, India |
| **Domain** | Investment Banking (Insurance) |
| **Role** | Associate |
| **Tools** | FPRS - Fidelity Participants Record keeping System  DBCS - Define Benefits Contribution System  HOBS - Health and Other Benefits System |
| **Process** | * Correction of errors and updating of Participants Details in Different Products comparing with participants report and Client Report * Products Used * DB - Define Benefits (Pension Plans) - (Application Tools used DBCS - Define Benefits Contribution System) * DC - Define Contribution (Savings Plan) - (Application Tools used FPRS - Fidelity Participants Record keeping System) * H & W - Health and Welfare (Health and Welfare Plan) - (Application Tools used HOBS - Health and Other Benefits System) * Once the client send the data we will monitor the participants data based on particular applications as per above * Interacting with onshore Clients for Reconciliation process with comparing participants Report and Client Report. * Processing Payment of Bills * Dealing with Onshore Partners via Mail or Call and Conference Calls will be held on daily or Weekly or Monthly basis. * Generating Monthly Reports / Quarterly Reports / Half-Yearly Reports / Annual Reports to meet client SLA. |
| **Environment** | Microsoft Windows and Citrix Application |
| **Browser** | Internet Explorer |Chrome | Firefox |

Additional Job Profile

* Coordinate with team mates to ensure to meet SLA or TAT without any misses
* Managing the work during Absenteeism
* Assisting team mates if any queries regarding process.
* Responsible for the huddle meetings & daily updates.
* **On-boarding/Off-boarding Employees**
* On-boarding of employees
* If any new joiners or experiences professional joined in the company we needs to collect the details of employees and have to initiate Back Ground Check (BGC) once BGC completed then employee should clear all the mandatory test before on-board
* We need to get client approval for His/her and fill some on-boarding forms and send

It to CITI on-boarding team.

* Off-Boarding of employees
* We need to get client approval before off boarding
* Need to fill some off-boarding forms then fill and send it to CITI off-boarding team.

Personal information

Name: V.ANAND

Date of birth: 01/04/1990

Address: No C1, Ganapatheeyam Flats,

Subramniyamstreet,

Selaiyur,

East Tambaram,

Chennai-600059

Nationality: Indian

Marital status: Married

Languages known: English, Tamil

Hobbies: Listening to music, Playing TT

Declaration

I hereby declare that the above-mentioned information is true up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

- Anand