**MRINMOY CHOWDHURY**

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**IT Business Analyst**

*Dedicated & highly skilled professional with approximately* ***9+ years of experience***

*Location Preference: Kolkata & Bangalore*

**A committed professional with experience in:**

Business Analytics | Middleware Administration | Service Management | Oracle E-Business Suite | PL/SQL | UNIX Shell Scripting | Oracle Applications | Hardware Networking | Operating Systems | AWS Technology | Team Management | Communication

**PROFILE SUMMARY**

* Strong understanding of regulatory and reporting requirements as well as plenty of experience in forecasting, budgeting and financial analysis combined with understanding of key performance indicators.
* Dynamic & competent professional with **9+ years** of experience in business module, troubleshooting the issues related to application and resolving the same with in SLA target
* Adept at maintaining the reliability and functionality of software applications by performing updates, fixes, and maintenance as required
* Deft at troubleshooting, bug fixing and user education, instructing employees in the proper use of software & hardware applications
* Possess excellent interpersonal & analytical skills with proven track record of utilizing process-oriented approach towards the accomplishment of cost, profit, service & organizational goals

**WORK EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Time Period** |
| Audigold Virtual Services | IT Business Analyst | 2018 - Present |
| Accenture Solutions Pvt. Ltd. | Cloud Operation Administrative Analyst | 2013 – 2018 |
| Resource Square Solutions Pvt. Ltd. | Network Administrator | 2011 - 2013 |

**FUNCTIONAL ROLE**

* Creating a detailed business analysis, outlining problems, opportunities and solutions for a business
* Developing and monitoring data quality metrics and ensure business data and reporting needs are met.
* Maintain budgeting, forecasting, planning and monitoring as per the business requirements.
* Developing new models that underpin sound business decisions.
* Defining business requirements and reporting them back to stakeholders.
* Have Strong technology, analytical and communication skills.
* Streamlining and improving of internal and external reporting.
* Perform root cause analysis on Web sphere application server, Apache & Tomcat server, AIX & Biz-talk server and other Middleware technologies on Windows & Unix environment.
* Schedule batch jobs, ad-hoc requests and performing change requests as per the requirements involving Hadoop, cross file transfers, Informatica, Informatica IDQ, Database, Cognos, BI, Oracle, SAP BO, Messaging, Web services, Backup, Server reboots and blackout, Informatica workflows, Endure procedures, Trade station file moving jobs and Biz-talk Jobs
* Processed the files through Gateway using AXWAY GATEWAY Console as well as generated reports from BizTalk Admin Console
* Restart JVM after necessary checking to reduce the utilization; deleted unnecessary files and folders to clear the swap space and other application drive also
* Perform L2/L3 activities on Batch Scheduling using BMC Control-M Workload Automation 8.0: scheduling & BMC Control-M Workload Automation 7.0: Scheduling
* Attend client calls & conference calls to ensure smooth functioning of on call support; ticket queue management ensuring all the service requests/incidents are handled as per SLA
* Perform Control-M components and agents’ installation (V8 & V7), maintenance and troubleshooting; verify and confirm scheduling requirements of client and coordinates
* Scheduled batch jobs, ad-hoc requests and performing change requests as per the requirements involving different types of applications like OOShop, NewShop, Symphony, Drupal, Varnish, Portal FR, and Store Refer etc.
* Involved in Batch Tools Scheduling and Administration (Dollar Universe) transition from onshore to offshore and also worked on Middleware Administration
* Performed transition and L2/L3 activities on Batch Scheduling using Automic Dollar Universe Agents’ installation, maintenance and troubleshooting
* Troubleshot all Dollar Universe related issues; prepared daily status report to share with the leadership team
* Attended client calls & conference calls to ensure smooth functioning of on call support; performed ticketing queue management ensuring all the service requests/incidents are handled as per SLA

**SCHOLASTICS PORTFOLIO & OTHER CREDENTAILS**

***IT Skills***

* SEO, Website Development,HUBSPOT
* AWS Technology (AWS Operation, AWS DevOps & Development, AWS Security, and AWS Code Build)
* M.S. Office & M.S. Excel
* Operating Systems: Microsoft Windows (07, 08 & 10), UNIX, LINUX, and HP-UX
* Ticketing Tools: Service Now, BMC Promise, HPSD, BMC Remedy etc.
* Basic Electronics, Networking & Basic, CCNA, MCSA, RHCT

**Hardware & Networking Engineering (MCSA, RHCT, CCNA, Basic Electronics)**

Jetking | 2010

**B.Sc Graduate (H); Geography & Economics**

University of Calcutta | 2008

***Certifications***

* BMC Accredited Scheduler: BMC Control-M Workload Automation 8.0
* Certified Scheduler on BMC Control-M/ Enterprise Manager 7.0
* ITIL Foundation
* AWS Technology (Pursuing)

***Application Related Technical Skills***

**Batch Scheduling Technology:**

BMC Control-M Administrative work

BMC Control-M Version-8; BMC Control-M Version-7

Scheduling Tools: Control-M (V-7 & V-8); Autosys; Dollar Universe; Visual TOM

**Middleware Technology:**

Application Servers: Java, Varnish, Drupal, Symphony, WebSphere etc.

Operation Network, Java Enterprise Edition, AXWAY GATEWAY, and CFT & AFT

Apache HTTP, Apache TOMCAT, AIX & BIZTALK (BizTalk Administrative Console) server in UNIX, Linux & Windows platform

***Projects***

**Client:** Pharmaceutical | **Platform:** Technical | **Tools:** Automation | **Responsibilities:** SPOC & Technical Engineer | **Description:** Providing support on Production, Development & Staging Environment | **Location:** EMEA, AMER, APAC | **Duration:** 6 Years | **Team Size:** 57

**Client:** Retail | **Platform:** Technical | **Tools:** Automation | **Responsibilities:** Technical Engineer | **Description:** Providing support on Production, Development & Staging Environment | **Location:** EMEA | **Duration:** 10 Months | **Team Size:** 9

**Client:** Real-estate | **Platform:** Technical | **Tools:** Automation | **Responsibilities:** Transition Lead & Technical Engineer | **Description:** Providing support on Production, Development & Staging Environment | **Location:** AMER | **Duration:** 1.5 Years | **Team Size:** 7

**PERSONAL DETAILS**

**Date of Birth**: 15th Oct 1987 **| Languages**: English, Bengali & Hindi **| Nationality:** Indian