

Objective:

To establish myself as a member of an organization where I can utilize my knowledge, conceptual things and attitude to give the best input for growth of organization and expectation of organization.

Professional Certification and Summary:

- **ITIL V3 foundation certified (GR750192703AM)**
- My experience ranges over 12 years, including Service Delivery, Incident/Change/Server/Access Management, Application Monitoring, and Production Support, and continues Authorisation and authentication as per required security .
- Extensive knowledge in the domains of BFSI, cyber security, and campaign management.
- Application Support and monitoring are the specialties of the Service Delivery Manager.
- Project management, service delivery, customer complaints L1/L2/L3, and reporting are areas where I have a strong background.
- Have the capacity to work independently and effectively manage and nurture teams.
- I am well-versed in ITIL and ITSM processes

Work Experience:

1. Company Name: kyzersoft ltd. (10 Oct 2022 – Till Date)

Designation: Service delivery manager

Project: RBL Bank MyCard

Role and Responsibilities:

- The role is of a senior L1/ L2 /L3 Run the bank production support service delivery manager for MyCard.
- Monitoring and managing product support, IT services desk, and to ensure optimal service
- Maintaining high performance levels for service-related processes, and implementing improvement activities wherever necessary
- Taking ownership of critical incidents, coordinating with resolution parties, and establishing effective communication between stakeholders for post-incident reviews
- Ensuring that systems, procedures, and methodologies are in place to support outstanding service delivery
- Serves as liaison between application technology vendors, internal IS groups, and business partners.
- Maintain the application compliance with IT policies (i.e., security monitoring, roadmap compliance, access management, etc.), including the availability of all necessary application and service knowledge and documentation.

Environment: Service now, ITSM, CRM Next, Solarwinds, OneQ, Clavertap, VuNet, QK, Concepts of Mainframe.

2. Company Name: TATA Consultancy Services. (12 Jun 2019 – 26 Sep 2022)

Designation: Backup of Delivery manager for L1/ L2 Support (Tata Consultancy Services)

Project: (3) DWS MasterCard (Data warehouse MasterCard)

Role and Responsibilities:

- The role is of a senior L2 support lead who can work as backup delivery manager for Data Warehouse.
- Responsible for L1 team management, Shift roistering, keeping eye on Remedy tickets and following with L1 team for closer.
- Responsible for monitoring SLA and reporting to customers of any issues.
- During P1 /P2 issues leading the call and representing the TCS team.

- Delivery dashboards and values addition also working with onshore engagement manager and current delivery manager and assisting them in presentation of monthly dashboard on how our team did in previous month.

Environment: Service Now, Unix, SQL, Oracle, CyberArc, Netezza and Hadoop. Shell scripts, Splunk monitoring and DevOps tools are used.

Designation: L2 / I.T. Analyst (Tata Consultancy Services)

Project: (2) RBC One (Royal Bank of Canada)

Role and Responsibilities:

- Monitored/ alerted and corrected routine and complex technical issues.
- Created Unix/Oracle tools to speed up the process of handling the tickets.
- Contribute to migration efforts between Unix and Linux environments
- We support on those alerts checked servers critical memory alerts then we create space and resolve them.
- Checked data not finalized - checked in MONGO / extract RAW files / checked signals received or not/ if not then create signals and re ingest for finalization
- Checking various applications and status of servers / Clusters / missing data/ missing signals.
- Create and follow up INC as per priority/ create and CR for new updates/ followed up with the approved and concerned teams.
- Create investigation reports and JIRA tasks and assign them to the proper resources.
- Main Focus is to maintain SLA and complete tasks within a time frame.
- Taking a daily SCRUM and updates from the complete team, checking processes issues and trying to unblock them if they have any blocker with experiences and sharing knowledge.
- If resolution is not in our end so we checked with the concern team and assigned to them as well we get followed up and responses to both.

Environment: Unix, Service Now, Data Lake, Mongo DB, API (Postman), PCF, Active MQ, Cyberark, MobaXterm, Hypercare, Splunk, Pager duty.

Designation: I.T. Analyst (Tata Consultancy Services)

Project: (1) Deutsche Bank Group, Pune.

3. Company Name: MAGNA InfoTech Pvt. Ltd. (15 Nov 2017 – 11 Jun 2019)

Designation: Unix Administrator (Tata Consultancy Services)

Project: Deutsche Bank Group, Pune

Role and Responsibilities:

- Access and Permission Management.
- Monitoring Servers processes and reviewing logs for failures.
- Disk administration using fdisk.
- Taking backup and restoring by using tar and dump and rsync utilities.
- Ticket Status Check and Update.
- Management investigation of customer complaints.
- Coordinating with different lines of services with SLA

Environment: Unix, Linux, Service Now, CyberArc, Archer.

4. Company Name: MSYS Technologies Pvt. Ltd. (27 June 2016 – 28 Aug 2017)

Designation: Campaign Manager (Server Administrator)

Role and Responsibilities:

- Regular maintenance of the Servers (cpu, memory, file system utility).
- Configure the DNS record via the console of the domain vendor.
- Configure Exim configuration mailing tool via C-Panel.
- Configure Dedicated as well as VPS servers for Bulk mailing.
- Perform domain and server reputation building activities.

- Taking Backup of Dedicated/VPS server via WHM console.
- Scheduling of automatic repetitive Jobs with Crontab.

Environment: Drop Box , Google Drive, One Drive , MS-Excel , MS-Access and Unix, Interspire interface, C-Panel, Webmin panel, WHM, Putty, Winscp.

5. Company Name: Hectranet Pvt. Ltd. (25 Jan 2016 – 23 June 16)

Designation: Software Engineer.

Role and Responsibilities:

- Worked on different ISP's such as Hotmail, AOL using Postfix, PMTA services.
- Monitor and delete the queue while email is not processed.
- Data analysis and modeling through Excel and SQL with the use of statistics, technology.
- Always kept up-to-date on increasing effective Internet popularity.
- Handled implementation process improvements.
- Scrutinized email content and monitored campaign deliver-ability.
- Analyzed data within the email database.
- Evaluated campaign results coordinated with partner teams.
- Service Strategy and Design.
- Maintain logs or records of activities and tasks combined on a dedicated server and rearrange data from source documents where required.
- Organization Maturity Change.
- Strategic Initiatives.

Environment: HTML, Google Drive ,and Basic Unix, SQL, G-tool interface, Skype For chat communication.

6. Company Name: Alcance E-solutions Pvt. Ltd. (11 April 2014 – 23 Jan 2016)

Designation: Associate Engineer

Role and Responsibilities:

- Developed and implemented email marketing campaigns for various clients in the Rewards Network (Gmail, Hotmail, Comcast and AOL).
- Ensured only individuals who requested to receive emails were sent them.
- Promptly processed all unsubscribe requests.
- Ensured brevity and accuracy of marketing messages.
- Consulted with clients for email marketing campaign planning
- Carried out email campaign setup.
- Managed email marketing campaigns.
- Scrutinized email content and monitored campaign deliverability.
- Developing Operational Reports.

Environment: HTML ,Google Drive ,and Basic Unix, Bulk mail interface, Putty, Winscp.

7. Company Name: Shareinfosystems Pvt. Ltd. (18 Dec 2013 –31 March 2014)

Designation: Software developer.

Project : Srusti Academy of Management, Bhubneswar, Orissa.

Role and Responsibilities:

- Working with a company defined framework.
- Design the business logics of the project as per client requirement.
- Developed & implemented this client's required changes in code behind.
- Maintains Database transaction and process.

Environment: PHP, HTML and MySQL.

8. Company Name: Distinct Technology Pvt. Ltd. (22 Jan 2012 – 15 Dec 2013)

Designation: Web developer. (Auto Web Trans)

Web Trans is a Web based application which can solve all logistics solutions with a route tracking system.

Environment: PHP , HTML and MySQL.

Personal Strengths:

- Ability to learn new concepts quickly.
- Team handling and People management skills.
- Positive Attitude.

Personal Profile:

NAME : AMIT VIJAY MORE
PERMANENT ADDRESS : Runal Specio , Kiwale , Pune -412101
DATE OF BIRTH : 4 MAY 1986
PAN CARD : BDCPM7139L

Academic Credentials:

B.E in (Computer Technology) - Y.C.C.E, Nagpur (Nagpur University) [2012]

Diploma in (Computer Technology) - Govt. Polytechnic, Bramhapuri (M.S.B.T.E) [2008]

H.S.C. (Computer Science) - Kamala Nehru College of Science, Nagpur (Maharashtra Board) [2004]

S.S.C (Science) from D.D. Nagar Vidhyalaya, Nagpur (Maharashtra Board) [2001]

Declaration:

I hereby declare that the information given above is true to the best of my knowledge & belief.

Place: Pune

(Amit More)