RESUME

ARCHANA T CHAWHAN

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CAREER OBJECTIVE

Seeking a challenging position where my skills will be an asset to the organization and to serve the company with my fullest capabilities, fulfill my personal and corporate goals and to strive for the growth of the organization.

CAREER OVERVIEW

- A competent and solution driven professional with **8 years** of experience in Software Support and Production in the field of Investment and Online banking.
- Providing **Production Support and Application Support in L1/L2** to **clients.**
- Good knowledge on **Incident management**, Problem management and change management.
- Responding to incidents and problems in a timely and accurate manner and ensures that Service Level Agreements are met.
- Worked on **UNIX/Windows environment**.
- Good domain Knowledge in **Investment banking.**
- Strong team player with good communication skills and ready to face new challenges.
- Excellent problem solving and debugging skills. An excellent team player with very good written and verbal communication skills.

SKILL SET:

Programming Languages & Technology	Unix, SQL
Environment	Windows

PROJECT EXPERIENCE:

Company	TATA Consultancy services
Project Title	**1. FX**
Client	**Credit Suisse Securities (USA) LLC**
Module	**JBMT, GFX Jane Tool, Wallstreet, Albacore, Merlin, Tarsan,** **NOC, Putty, DSPM ticketing tool, Service Now, ControlM**
Duration	**21st March 2016 to Jan 2018**

FX (Foreign exchange) team's role is to provide Support to the Non Risk management Systems. Jane systems use these values to calculate the Risk values. daily delivery of the Risks value to the downstream like: Myriad Team, RMM team, Scenarios Team and DRD Teams for the last COB before start of business on the next day. Application Checks before start of the day activity at the different regions (APAC, EMEA & NY) with compliance to Service **Level Agreements for incidents (issues)** and deliveries.

Roles and Responsibilities:

- To Perform Daily checks on the different applications namely Wallstreet, Tarsan, Albacore, Merlin and GFX Jane and to check its regular working status and escalate to next level if any issues found.
- Work on User requests Book setups and deactivation requests on Wallstreet and Tarsan applications (Trade capture applications)
- Work on providing grant or revoke access to the traders to book trades.
- Involved in taking care of the Jane Batch systems, Risk viewing systems and the correctness of the data delivery to all the downstream systems.
- Preparing and reviewing knowledge articles for known/new issues.
- **Assigning, working and resolving incidents based on the criticality.**
- Attending conference calls with L2 and clients during issues, taking actions as per them.
- Worked on change requests in GFX Jane tool.

Company	TATA Consultancy services
Project Title	2. BTS (Bond Trading System)
Client	Credit Suisse Securities (USA) LLC
Module	NOC, DSPM, Putty, Service Now, Control M, Matrix Pricer , Dealer Panel(DP)
Duration	December 2016 to March 2019

- To Perform Daily checks on the different applications namely Matrix Pricer, Dealer Panel for different regions and categories, to check its regular working status and escalate to next level if any issues found.
- Continuous monitoring on MO alerts (NOC), immediate actions on Process related alerts.

Roles and Responsibilities:

- Involved in Analysis and Understanding the requirements of the client and act as a sole functional resource for the support activity.
- Involved in taking care of the Risks generating systems, Risk viewing systems and the correctness of the data delivery to all the downstream systems.
- Involved in doing the application checks to ensure all required functionalities are proper and running.
- Involved in finding and tracking the daily failures so as to get it fixed through the help of the development teams in upcoming releases.
- Preparing and reviewing knowledge articles for known/new issues.
- Resolving the incidents logged by end user.

Company	TATA Consultancy services
Project Title	3. Repo
Client	Credit Suisse Securities (USA) LLC
Module	Repo tool, Vision, L2 mail boxv, RFC, Informatica, NOC, DSPM, Putty`, Service Now, Control M, Matrix Pricer
Duration	May 2018 to March 2019

- To Perform Daily checks on the different applications namely Vision, Repo tool, ControlM batches, NOC.
- Assigning the incidents to L2, informing them immediately in group chat making sure that no duplicate ticket is created for same issue.
- Providing access for the user based on their requests.
- Use different methods and tools to check status of batches in ControlM and Informatica. Taking suitable actions based on the condition of batch.
- Raising RFC(Request for Change) based on L2/user requirements, closing the RFC once the changes done.

Company	TATA Consultancy services
Project Title	4. Online Banking
Client	Huntington National bank (USA)
Module	SQL, Dynatrace, Splunk, QMF, Service now, Tableau, SOAP UI.
Duration	April 2019 to January 2020(Maternity leave for first kid) January2020 to June 2021 in Project July 2021 to March 2022 (Maternity leave for second kid) April 2022 to May 2024.

- I was the part of Digital SRE,who were handling all the consumer applications in HNB bank.
- Application involve Retail Online Banking (ROL), Business Online Banking (BOL), Mobile Smartphone Application, Online Account opening (OAO), Branch Account Opening (BAO) Huntington.com and Digital Money Management.

Roles and Responsibilities:

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- Immediate response on pages/alerts, taking complete responsibility on resolving the issue, finding out the number of customers impacted during the issue, making sure to reduce the recurrence of the issue

- Involved in Analysis and Understanding the requirements of the client and act as a sole functional resource for the support activity. Involved in taking care of the Risks generating systems, Risk viewing systems and the correctness of the applications'.
- Involved in doing the application checks after maintenance window and after the changes are implemented to ensure all required functionalities are proper and running.
- Involved in finding and tracking the daily failures so as to get it fixed through the help of the development teams in upcoming releases.
- Preparing and reviewing knowledge articles for known/new issues.
- Resolving the service now incidents raised by the customers and colleagues while accessing ROL, BOL, Mobile app, OAO, BAO, DMM and H.com

College	Bapuji Institute of Engineering and Technology
Job	Assistant Professor(Computer Science and Engineering Dept)
University	VTU
Duration	Since June 2024

Currently working as Assistant Professor in Bapuji Institute of Engineering and Technology. Cleared VTU Ph.D ETR-2023 and registered for Ph.D in Computer Science and Engineering.

EDUCATIONAL QUALIFICATION

Degree / Certificate	Qualification	Institute	Board /University	Year	Marks
M.Tech Digital Electronics	Post-Graduation	Sri Siddhartha Institute of Technology, Tumakuru	SSA University	2015	9.18 CGPA
B.Tech BioMedical Engineering	Graduation	Bapuji Institute of Engineering and Technology, Davanagere	VTU	2011	78%
PUC	12th	GMHPU Davangere	Karnataka PU Board	2007	73.00%
S.S.L.C	10th	St. Paul's Convent, Davangere	KSSEB	2005	88%

ACHIEVEMENTS

➢ **ITIL® 2011 Foundation Examination**

- Awarded "On the spot award" 4 times for showing flexibility in working with multiple teams with FID PTG project by Tata Consultancy Services Limited.
- 'Best Performance Award' and 'Best delivery' was awarded by the client

HOBBIES AND INTERESTS

Hobbies : Playing Badminton, singing, listening to music, travelling, art and craft.
Interests : Classical music, Volunteering, Team work.

PERSONAL INFORMATION

- **Nationality:** Indian
- **Date of birth:** 01/04/1990
- **Gender:** Female
- **Languages Known:** Kannada, Hindi, Marati and English.

DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place: Davangere
        Karnataka   Archana T Chawhan