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ASHUTOSH VERMA

KEY CAREER OBJECTIVE: **To be proficient in managing End to End IT Services within an Organization**

Executive Summary

I Am an Electronics engineer, total IT experience close to **22** years. I have worked in various roles starting from Oracle Development to Oracle DBA , System Architect and Performance tuning specialist in **Banking**(12 yrs) and **Telecom**(8 yrs). My last Employer *Bank ABC is a leading Bank of MENA region*. I have contributed to Sort out many performance issues, implemented Risk Management projects, handled Daily IT operations, implemented End to End Automation projects and automated daily tasks using different scripting forms. I was the key resource for *Automation, Swift and Risk Management* projects. I have also supported Retail Banking project(Symmetri/Silverlake). Within Retail Bank ABC has 4 Countries in MENA region, TUNIS, EGYPT,JORDAN and ALGERIA , 20+ branches in most of the region, each having database sizes from 0.5 TB to 1.5 TB.

Within telecom I have designed and performance tuned databases of Multi tera byte sizes for *Worlds **largest telecom Giants like BSNL, Bharti AIRTEL, China Telecom Macau and Mainland China, Optus Australia and Powertel Sydney***.

I have also been appreciated for my excellent communication and interpersonal Skills.

EXPERIENCE DETAILS

Key Roles Worked on	Domain Experience
Team Manager / Automation/Oracle DBA / Architect / Performance Tuning	**Banking** 12 yrs – Bank ABC **Telecom** ➔Kenan 3.5 yrs, Portal 1.5 yrs, Amdocs 3 years **ERP** TGK 2 yr.

Key Skills:

Management

- Team management
- Work closely on projects deployments and release management
- Service continuity management
- License management
- Audit reporting
- Organising Backups
- Information security norms implementation
- New Process flow implementation
- Process automation design and implementation
- Incident management and control
- Working closely on System Design , Database design
- Capacity planning

Technical Skills

- Oracle Database administration including design, installation, upgrades & data migration.
- Performance Tuning of high end mission critical DBs.
- Extensive Unix Shell scripting using perl , awk etc.
- Basics of Storages(SAN) architecture.
- Process automation using BMC - ControlM

RDBMS: **Oracle** - versions worked on 7.x,8.x,9i,10g,11i,12c

                   Sql Server 10

Unix :   HPUX(10.1) ,SunOS(5.8-5.10) ,IBM-AIX(4.2)(Ksh,Tcsh),Suse Linux ES 9.0, Redhat Linux

Banking Applications and Projects:

- <u>Core Banking</u> - Urbis by Unisys
- <u>Exposure and Risk Management</u> - Moody's(Formerly FERMAT) GEM/BASEL/ALM(5.1 Thru 11.2)/IFRS/RFS
- <u>Retail Banking</u> - Ambit (Symmetri) (Formerly System Access/Sunguard)
- <u>Deal Management</u> - Kondor(reuters)
- <u>Treasury</u> - Trade Innovation(TI/FBTI)
- <u>Fund Transfer</u> - SWIFT
- <u>Limit reporting</u> - CORONA
- <u>Investment Banking Portfolio management</u> - CAMRA

BMC ControlM : Automation software to setup workflow of daily jobs and then run them with minimal human intervention

Support tools used:

Used emails and Onyx to handle customer queries.
In Portal did 24X7 Support using Onyx.
In Bank – ABC lead Operations support 24X7 . Servicedesk was the ticketing system

Organisations Worked for :

- <mark>CURRENT</mark> : BANK ABC (FORMERLY KNOWN AS ARAB BANKING CORPORATION)(B.S.C.) (FROM FEB 2008 – TILL DATE) AT MANAMA, KINGDOM OF BAHRAIN (PAGE 4)

- COMVERSE NETWORK SYSTEMS FORMERLY CSG SYSTEMS (INDIA) LIMITED (FROM JULY 2004 – TILL JAN 2008) AT GUGURGAON (PAGE 5)

- NESS TECHNOLOGIES (INDIA) LIMITED(FORMERLY APAR TECHNOLOGIES) (FROM 2003 FEB – MAY 2004) AT BANGALORE(PAGE 5)

- AMDOCS DEVELOPMENT LTD. (FROM 2000 JAN – TILL 23RD JAN 2003) AT CYPRUS (PAGE 6)

- TGK(INDIA) LTD. (FROM NOV '1997 – TO NOV '1999) AT NEW DELHI(PAGE 7)

EDUCATION

B.E. Electronics and communication **1994** *Manipal institute of Technology – Mangalore University - India*

10+2 C.B.S.E. **1989** *Kendriya Vidyalaya Jammu (Tawi) -India*

Professional Training and Continuing Education

Technical:

- Python 3.8 Online Course from University of Michigan – July 2019
- Unix,C, Developer 2000-Forms 4.5 reports 2.5 , From Sep-96 Till -Mar-97 STG-India
- Course on Unix, C, Cobol, Software development life cycle from Jan 2000 till Mar 2000 in-house by Amdocs.
- Winrunner and test director – Jan 2001 In-house Amdocs
- Sql Performance tuning Jun 2002 – In-house Amdocs
- **OCP - Oracle 12c and 8i certified on the DBA Stream**
- 9i RAC Installation on Linux – 2 days – Venue- Oracle Corporation Bangalore
- 9i RAC maintainence on Unix – 5 days - Venue- Oracle Corporation Bangalore
- BEA TUXEDO – Administrators module
- Portal Infranet Certified
- Kenan FX certified
- IBM Websphere
- SQL Server Training
- Oracle Super cluster implementation

Non-Technical:

Leadership

- Team Leaders training Apr- 2000 In-house Amdocs
- Lean Six Sigma white belt
- ITIL V4 – In progress

Banking

- Middle East Financial Crime 2011 Nov. (Yearly upgrade)
- Financial Crime - English 2012 thru 2014 (Yearly upgrade)
- Business Continuity Management 2014 Jun (Yearly upgrade)

Ashutosh Verma

Please note : Project Details are provided in the next sheet onwards

PROJECT DETAILS

BANK ABC (FORMERLY KNOWN AS ARAB BANKING CORPORATION)(B.S.C.) (FROM FEB 2008 – TILL DATE) AT MANAMA, KINGDOM OF BAHRAIN:

Arab Banking Corporation (B.S.C.) ("ABC") is among the leading banking groups in the Middle East and North Africa. Headquartered in Manama, Kingdom of Bahrain, ABC operates as a conventional wholesale bank, and is listed on the Bahrain stock exchange. ABC has retail business in Tunis, Egypt , Jordan and Algeria. The retail business churns out high transaction vol.

DESIGNATION: DB AND OS ADMINISTRATOR(MANAGER)
Working as shift leader position. My job involves monitoring the system and improvise on the shortfalls in the system.

ROLE IN VARIOUS PROJECTS

- Shift Management and ensuring the operations is up to date with the newly introduced procedures
- Monitor Database and OS and implement scripts to automate the current processes.
- Assist the team of operators in running daily jobs and help identify the root cause of the failures.
- Performance tuning of the Application w.r.t. to database, storage, operating system and Network.
- Data migration of Oracle Data or database upgrades from one version of application to another version.
- Implementing various scripts to delete archive logs applied to standby, unix shell scripts to automate the local processes, checking tables and index fragmentation time to time.
- License monitoring and deployment
- Audit requirements extraction from the system.

VARIOUS APPLICATIONS SUPPORTED:

Urbis Core Banking,Moody's FERMAT GEM/BASEL/ALM(5.1 Thru 11.2)/IFRS for risk management, Ambit (Symmetri) retail banking, Kondor(reuters), Trade Innovation(TI) , CORONA,CAMRA , Control-M process automation

CLIENTS I HAVE WORKED WITH

- **All the clients are internal though ABC has 10 offices globally and close to 12 Key applications running. All is maintained out of the Bahrain datacenter. There are 4 retail units with high volume data in EGYPT, TUNIS, JORDAN and ALGERIA. Core Banking is in Bahrain, Paris, Milan, London and New York . The volume of transaction is low but the clients are running high value financial transactions.**
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COMVERSE NETWORK SYSTEMS (FORMERLY CSG SYSTEMS (INDIA) LIMITED) (FROM JULY 2004 – TILL JAN 2008) AT GURGAON:

Comverse is a leading vendor of Integrated Telecom Billing Solutions. Their post paid billing product is popularly known by the name of Kenan. It provides end to end solution from ordering to billing for tier I telecom companies like BSNL, Airtel (India), China telecom (China) ,Telstra(Australia) etc. Comverse is actively providing troubleshooting services and new releases for these clients as well. ACM is the prepaid component of KenanFX.

DESIGNATION: SENIOR CONSULTANT

I was working as Architecture and Performace tuning consultant and supporting various activities with Clients. CSG Systems is the Vendor for Kenan / Arbor billing product.

ROLE IN VARIOUS PROJECTS

- Architectural design of application and peripheral components including storage, Server and database sizing.
- Implementing the solution or assisting 3rd party vendors in doing so.
- Performance tuning of the Application w.r.t. to database,storage,operating system and Network.
- Data migration of Oracle Data from one version of application to another version.
- Implementing various scripts to monitor growth of tablespaces , tables, indexes and then checking their fragmentation time to time.

CLIENTS I HAVE WORKED WITH

- **All the centres of BSNL maintaining the GSM billing infrastructure – Hyderabad, Pune, Kolkatta, Trichy, Chandigarh**
- **Bharti Airtel – Okhla/Noida/Gurgaon**
- **China Telecom – Zhejiang (Hangzhou) and Macau**
- **OPTUS – Sydney**
- **Powertel / AAPT - Sydney**

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NESS TECHNOLOGIES (INDIA) LIMITED(FORMERLY APAR TECHNOLOGIES) (FROM 2003 FEB – MAY 2004) AT BANGALORE

I was working as Database administrator and supporting the 24X7 support setup for Portal (Portal Software Inc.)Technical Support centre at Bangalore.

DESIGNATION: ASSOCIATE PROJECT MANAGER

I was working in various shifts and supporting database issues with clients across North America, Europe and Asia Pacific.

ROLE IN VARIOUS PROJECTS

- Performance tuning of the Application w.r.t. to database,storage,operating system and Network.
- Providing assistance to customer in case of issues during application installation
- Providing assistance to customer in case of issues during database maintenance activities.
- In their testing centre install and setup Oracle on various unix variants.
- Implementing various scripts to monitor growth of tablespaces, tables, indexes and then checking their fragmentation time to time.

CLIENTS I HAVE WORKED WITH

My clients were according to the shift I was part of. I rotated on all shifts starting from North America(NAM), Europe and Africa and Middle East(EMEA) to Asia Pacific(APAC)

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AMDOCS DEVELOPMENT LTD. (FROM 2000 JAN – TILL 23RD JAN 2003) AT CYPRUS

Amdocs is a leading telecom billing software company. The product is known by the name Ensemble. Amdocs has implemented solutions worldwide especially USA and Europe.

DESIGNATION: DBA LEAD

Supported database activities related to Amdocs application. It started from DB design and support to various projects offsite or onsite. I also lead a team of 5-9 DBAs.

ROLE IN VARIOUS PROJECTS

- Performance tuning of the Application w.r.t. to database,storage,operating system and Network.
- Supporting projects going through various stages of development,unit testing, volume testing and production.
- Lead a team of DBAs and assigned activites depending upon the load on the tema members.
- Conducted weekly meetings to discuss the various project related strategies.
- Install and setup Oracle on various unix variants.
- Implementing various scripts to monitor growth of tablespaces, tables, indexes and then checking their fragmentation time to time.

CLIENTS I HAVE WORKED WITH

Onsite support
- Nextel, Champaign(IL), USA
- Voicestream, Atlanta(GA), USA
- MMO2/D2-Vodafone, Dusseldorf, Germany
- Amdocs Infra Support-Cyprus and Israel

Remote/Offsite support
- Sonofone, Copenhagen, Denmark
- Codetel, Santo Domingo, South America
- Telefonica –Madrid Spain,
- Deutsche Telecom –Hamburg Germany,

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TGK(India) Ltd. (From Nov '1997 – To Nov '1999) At New Delhi

TGK was the first Oracle Education partner in India. Apart from their Oracle Education they provided education in Lotus Notes as well. They had developed an ERP package by the Name ISAP(Integrated Systems Application and Programming) which had a Financial, Material Management, Sales , Excise and Modvat module.

Designation: Sr. Software Programmer

Role In various projects

- Did db monitoring and performance tuning at various client sites.
- Supporting projects going through various stages of development, unit testing, volume testing and production.
- Implemented sales and distribution module of the product at various sites.
- Improvised and implemented the invoicing at various sites

Clients I have worked with :

- Hero Cycles, Ghaziabad, India
- Samtel Electronics, Ghaziabad(U.P.), India
- Samtel Electronics, Parwanoo(HP), India
- Samtel Black and White, Bhiwadi(Rajasthan), India
- Samtel Color, Ghaziabad(U.P.), India

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