

Ben Israel

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Application operations expert with in-depth experience in large, complex IT & IT-enabled organizations; with special focus on critical banking applications in highly demanding production based environments.

Security, high availability, and maximum operations stability of the project have been the central focus of career that spans over six-plus years.

EXPERIENCE, ROLES & RESPONSIBILITIES

HCL Technologies Ltd.

Madurai, India

for **Deutsche Bank, Germany** – *Application Service Desk Operations*

Deputy Manager (from November 2016 – Present)

Responsible for ensuring smooth execution of end-to-end delivery of application desk which supports 198+ business-critical applications; with hands-on experience right from hiring, trainings, handling daily operations, quality management, and reporting.

Ensuring high availability and continuous increase in productivity in daily operations, and meeting all contractual SLAs on daily/weekly/monthly basis. Also, responsible to present Operations Review and Reports on weekly basis to Clients and Stakeholders; to work with internal and external (KPMG, PwC) IT System Auditors to ensure security of all the banking applications.

Few Key Contributions in this Role:

- Increased the overall contribution of App Desk in resolving tickets by 4 % (Avg. 150+ tickets a week) by bringing in 3 New tasks from L2 support teams.
- Set-up a quarterly 'knowledge review' process to check and improve existing knowledge articles and SOPs; Assigned senior team members ownership of KB articles (80 articles each on average) by dividing them into smaller numbers for easy management. In this process over 470 KB articles were reviewed and outdated information/links/screenshots were identified updated. Also new articles and SOPs (Standard Operating Procedure) were created wherever required as part of this quarterly knowledge review.
- Closely worked with KPMG IT Auditors in 2015, 2016 & 2017 Annual audits, helping streamline the support structure of L1-L2-L3 teams by identifying security gaps, segregating duties between them for most efficient and secured handling of the applications.
- Reduced the turn-around time of overall App Desk by identifying 61 applications without Knowledge articles and auto-routing them to the concerned L2 support teams, for faster

resolution. This also involved regularly getting connected with the Application owners and L2/L3 support teams through weekly/fort-nightly Conference calls.

- Automated Reports to identify Ticket Resolution, daily/weekly Ticket Volumes, Individual Productivity, SLA achievement on hourly/daily/weekly basis through in-depth B.I. Reporting tool with custom report queries; End reports scheduled to be shared with all stakeholders to their e-mails at mentioned timings.
- Coordinated with Service Delivery Manager in identifying and analyzing any redundant manual task and propose automation of the process.
- Improved overall transparency and communication between support teams by initiating weekly/fort-nightly calls with Application owners and L1/L2/L3 teams to discuss on-going issues and finding ways to further streamline the existing process.

Senior Analyst *(from November 2014, to October 2016)*

The role involved Training, Mentoring and handling a team of 5-7 members within application service desk; which supported 372 business applications in a 24 x 7 environment for users from around the Globe, mainly UK, Germany and US. This also required to take note of Application downtimes and outages and engage the Incident Management teams, along with sending out mass Business communications to Senior management and all stakeholders. Also, acted as 1st level of escalation contact for Application Owners and End-users.

Some Key Contributions in this Role:

- Maintained the SLAs of the team above 98% continuously for more than 2 quarters by developing an interactive HTML5-based Queue monitoring tool for ServiceNow, to proactively monitor and avoid SLA breaches of critical/priority Incidents. This refreshes the queue by itself and gives SLA alerts based on colors amber/green/red.
- Built custom, query-based, reports using SAP BI tools (dbRIB) to analyze large data and provide meta-data & usable information to project manager on incoming volumes of issues, SLAs and applications.
- Reviewed and modified existing functional specifications for 11 business applications to implement mandatory security constraint (four-eye check/doer-checker) as per the guidelines of Monetary Authority of Singapore (MAS). Performed first-hand UAT testing, created training documents and arranged knowledge transfer on the new security feature to all team members and subject matter experts.
- Created a macro-based report in Excel to automate daily/weekly reports on number of pending issues, ageing issues, priority issues and individual performance based reports with live-graphs.

- Worked with Management Information System (MIS) analysts to define quality parameters for internal technical audits on issues handled by technical support personnel for continuous improvement of service.
- Assisted the client in closing out critical audit points (SoD - Segregation of Duty between L1 and L2 teams) raised by an external auditor (KPMG).
- Record issues noticed post Transition / Go-Live and raise Incidents, do follow-ups and take ownership until issue resolution.
- Plan, prepare and initiate change requests for required changes in Production Database, mostly in creating new user accounts for new joiners.
- Engage Incident management team and other stakeholders on unplanned application/system/server outages to assess criticality, risk involved and provide updates to business heads and senior management by sending out mass business communications.
- Scheduling daily meetings with client service manager, development teams and support teams for 3 days post Transition / Go-live for all newly on-boarded applications. And to report any defects, inefficiencies noticed and document it.
- Provide consulting on Incident, service request, change request and issue categorization as per ITIL standards and best practices.

Analyst *(from August 2012, to October 2014)*

The role involved a client-facing environment which required clear communication skills and attention to detail with good Knowledge and Scope of about 200+ Business-critical applications the App desk handles; interacting with application-users from around the Globe on a daily basis.

Also, the role required,

- Modifying/running SQL reports using SQL Server Management Studio/Toad to pull reports from application databases.
- Understanding of UNIX Shell scripts to run on PuTTY to find the Transaction status.
- Using UNIX commands to push Trades from one station to the next whenever requested.

Few Contributions in this Role:

- Identified over 20+ outdated Key Operating Procedures (KOP/knowledge article) which requires modifying and helped in creating, documenting & maintaining KBs up-to-date.
- Created training modules, step-by-step user manuals with info-graphics for new joiners and for ease in knowledge transfer. Schedule, organize and conducted training sessions to new resources.

- Prepare work flow diagrams using Visio, Excel to simplify complex Application scope/ processes for new joiners, and add them to SOPs to be referred by team members.
- Hands on experience using project tracking tools JIRA, Confluence to create, gather requirements and design visual roadmaps.
- Created a central reference document for any access issues of team members related to databases, servers and applications; which can be referred to obtain access.

EDUCATION

ANNA UNIVERSITY

Madurai, India

Bachelor of Information Technology, June 2012

- CGPA: 6.9
- Full-time

DIRECTORATE OF TECHNICAL EDUCATION

Sivakasi, India

3-year Diploma in Information Technology, May 2007

- CGPA: 7.6
- Full-time

Additional SKILLS

- Hands-on experience in Microsoft SQL Reporting and relational database management systems.
- Intermediate knowledge of PowerShell and UNIX Shell Scripting.
- Familiar with DevOps methods and Tools.
- Proficient in all Microsoft Office Suite applications.
- Hands on experience in automating Windows Tasks using PowerShell scripting.
- Intermediate in HTML5 and CSS.
- Basic understanding of PHP, Java and C#

TECHNICAL SKILLS

Technical Skills:	
Platforms	: Windows 10/Windows Server 2012 R2
Reporting / SM Tools	: BI Reporting (RIB), Microsoft SQL Server Reporting, MS Excel (Macro)
Testing & Defect Mgmt	: ServiceNow, JIRA & Confluence
CRM	: BMC Remedy, Salesforce (beginner-level)
Applications	: MS Office Suite, Visio, SQL Developer, SQL Server Mgmt Studio
Networking	: ICA Citrix Client, Exchange Servers, TCP/IP, LAN & WAN
Database & ERP	: Oracle 9i
Project Mgmt Tools	: Basecamp, JIRA, Share Point

Certifications	:	ITIL v3 (Foundations, HCL)
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REFERENCES

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