

Balan Muthuvairavan

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Address: 346- The Patria, 4th main Road, B Block, AECS Layout.

Location: Bangalore, India

Objective

Experienced Senior Software Engineer with over 8 years of expertise in supporting and managing critical banking systems. Skilled in troubleshooting production jobs, managing incident responses, and ensuring smooth operations in a fast-paced, high-stakes environment. Seeking to leverage my technical expertise and strong problem-solving skills to contribute to organizational success.

Work Experience

Senior Software Engineer

DecisionMinds India Pvt. Ltd., Bangalore, India

May 2016 – Present

Client: First Tech Federal Credit Union (August 2016 – Present)

As part of the Enterprise Application Support Team, I provide critical support for First Tech Federal Credit Union's core banking systems, ensuring smooth operation of both in-house and vendor-based applications.

Key Responsibilities:

- Monitor and troubleshoot production jobs using Application Manager (AppWorx) for both Test and Production environments, ensuring timely processing of nightly batch jobs.
- Act as a key point of contact for L1 and L2 support, resolving issues related to critical business systems and coordinating with other teams for timely resolution.
- Manage incident response, escalating as needed, and ensuring that service level agreements (SLAs) are met.
- Collaborate with development teams to design, test, and deploy batch jobs based on business requirements.
- Perform root cause analysis for system failures, generate incident reports, and recommend solutions to prevent recurrence.
- Facilitate smooth transitions between project planning, implementation, and production support.
- Conduct daily health checks for applications and servers, including post-Go-Live support for Online and Mobile banking modules.

- Monitored, supported, and optimized ETL (Extract, Transform, Load) processes, resolving data pipeline issues, ensuring smooth data flow, and minimizing downtime across multiple data sources and environments.
 - Collaborated with development teams to integrate data from various sources into data warehouses, ensuring data accuracy, consistency, and integrity while performing validation and quality checks during the ETL process.
 - Generate SQL queries for ad-hoc reports, ensuring that data is validated and accessible.
 - Lead monthly and weekly activities, reporting to business users on system performance and resolution status.
 - Participate in weekend maintenance and support activities, ensuring system performance meets operational standards.
 - Provided ongoing support for production Servers performing regular backups, recovery, and system monitoring, ensuring minimal downtime and maintaining optimal health for mission-critical applications.
 - Provided day-to-day support and troubleshooting for Pega CRM applications, ensuring system performance and user experience remained optimal. Addressed and resolved incidents, service requests, and system errors to maintain continuous business operations.
 - Managed and executed patching activities using Microsoft SCCM (System Center Configuration Manager) to ensure timely deployment of security updates, hotfixes, and software patches across enterprise systems, reducing vulnerabilities and maintaining system compliance.
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Education

Bachelor of Technology (B.Tech) in Information Technology

National Engineering College, Kovilpatti, India

Jun 2012 – May 2015

- Gained hands-on experience through various projects, internships, and workshops, honing technical and problem-solving skills.
 - Actively engaged in extracurricular activities, contributing to both personal and professional growth.
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Technical Skills

Operating Systems: Extensive experience in Windows-based environments, including system configuration, administration, and support.

Incident Management: Skilled in incident tracking and resolution using platforms like Cherwell Service Management (CSM) and Jira, ensuring seamless IT operations and minimizing downtime.

Server Administration: Expertise in server administration (Windows), ensuring system reliability, performance optimization, and efficient resource management.

Industry Knowledge

Requirement Analysis: Strong ability to conduct in-depth requirement analysis to define technical specifications and business needs, translating them into effective solutions.

IT Operations & Support: Proven track record in managing day-to-day IT operations, focusing on system uptime, troubleshooting, and resolving incidents to maintain high service quality.

Platforms & Technologies

Appworx (Application Manager): Skilled in job scheduling and batch processing, automating IT workflows for streamlined operations.

Axway (SFTP): Experienced in secure file transfer management using Axway for safe, encrypted file exchanges in compliance with security protocols.

Dynatrace: Experienced in application performance monitoring with Dynatrace, using real-time analytics and automated root-cause diagnostics to identify and resolve performance issues, ensuring optimal system health and uptime.

Talend (TAC): Proficient in data integration and ETL processes using Talend, optimizing data workflows and enhancing data quality across systems.

API Fortress: Expertise in API testing, ensuring API reliability, security, and functionality through automated and manual test processes.

PagerDuty: Skilled in incident management and on-call scheduling with PagerDuty, responding to critical IT issues and ensuring quick resolution to maintain system availability.

Financial Services Tools: Familiar with specialized financial services tools such as Card Wizard, Akcelerant, and Avoka, ensuring smooth integration and troubleshooting within financial operations.

Passport Number : N2315460

Languages

- **Tamil:** Native
- **English:** Fluent