

PROFILE SUMMARY

10 Years solid experienced supporting IT Applications and having the ability plus experience to take the lead role in projects and supporting application requirement implementation. Currently working as an application lead on multiple applications, managing team and environment managing large volumes of business-critical data. Committed team player, self-motivated, hard-worker, excellent-organizational, problem-solver and analytical thinker with the ability to communicate at all the levels.

PERSONAL PARTICULARS

Name : Hemalatha Subramaniam
Address : No.21 Jalan Indah 1/26, Taman Universiti Indah,
43300 Seri Kembangan,
Selangor Darul Ehsan. Malaysia
Country : Malaysia
Contact Number : +6 0166415746
Email Address : hacker_hema@yahoo.com
Identification number : 871009-14-5884

SKILLS

- SQL
- Incident Management & escalation handling
- Coordinates with clients, user, business and stakeholders
- Control –M Monitoring
- Week and Deployment support (UAT, UVT and Change Implementation (PRD))
- Failed , rescheduling and performed batch recovery
- Team Management, handling/managing team

PROFESSIONAL EXPERIENCE

Company: AmMetLife Insurance Berhad

Position: Senior System Analyst (Application Lead)

Tenure: May 2020 – Present

Project Coordinates:-

Customer Online Portal (Myportal) – Phase 2

- Allow customer to unlock account via answering security question
- Allow customer to pay automatic premium payment(APL) and premium payment(PL) on top of premium
- Generate E-receipt after the payment.

Customer Online Portal (Myportal) – Phase 3

- SingleTopUp
- Allow credit/debit card payment
- Unlock customer password through via OTP
- Change of contact details and email address

Two factor logins

- Customer allow to login account using OTP and Password

IT-RISK

- Set Password and History minimum age

Download all type of Statements from online portal directly.

Security Vulnerabilities handling:-

- AEH (Annual Ethical Hacking) report remediation
- Initiated Static scan from veracode site
- Remediated dynamic scan flaws
- Handle IT RISK security vulnerabilities flaws
- Handling various types of flaws as security headers, critical security flaws and performed scanning– sandbox for UAT and production.

Senior System Analyst – Application Lead

- Define and implement application architecture for diverse business process, projects and functions
- Assign work duties to organization's technical or developers in order to achieve a common targets.
- Attending meetings with business users and developers for the upcoming defect fix or IT enhancement in productions environment.
- Ensure all the application design and architecture is meet international transaction reporting system (ITRS) before take it further on implementation.
- Drive new projects with vendors, check for costing and prepare budget plans
- Work with vendor and team members to solve application issues
- Enhance knowledge of Operation process and active participation the process improvement activities
- Review and validate UAT package from vendor before assign to release management team to deploy into UAT environment.
- Will do in-depth testing before release UAT deployment to be tested by business users.
- Perform data/job recovery for failed job
- Coordinates across various team to effectively manage all IT issues.
- Prepare ACR for new proposed projects/enhancements by business based on their BRD
- Prepare documentation for request for change (RFC) such as checklist, UAT sign off and approval emails from business users and heads/leads.
- Attend CAB and present production deployment changes for approval before move to production.
- Will perform post-production verification with business or client once production deployment completed.
- Extracted data from DB based on user requirements.
- Understand business requirements that drive the analysis and design of quality technical solution.
- Support SIT, UAT, go-live & post-live production support
- Deliver technical & functional specification for developers to deliver codes
- Perform recovery action for failed or error batch jobs.
- Coordinate across various teams to effectively manage production issues and maintenance activities
- Respond to user requests, incidents and follow up on problems in a timely manner.
- Working on logged incidents based on targeted SLA and perform next action for defect log or enhancement raise.
- Preparing presentation materials for management presentation and would be a presenter.
- Managing project timeline and budget with vendors for cost saving and timing.
- Working on security vulnerabilities with various team for multiple application.
- Hands on handling various types of flaws as security headers, critical security flaws and performed veracode scanning – sandbox for UAT and production.

Company: AFFIN (Xchanging Malaysia)

Position: Senior Support Analyst

Tenure: March 2019 – April 2020

Project coordinates:-

DIS HP integration to LOS (Phase 2)

- Digital Imaging (ECMS) LOS Integration for Hire Purchase
- To receive information from DIS-ECMS and store & Display on LOS creation by processing officer
- LOS ref no to be updated in ECMS once LOS case is successfully created

DIS enhancement on HP Processing and Disbursement flows (Phase 3)

- Mandatory disbursement documents checking

DIS for Branch to Cash Management workflow, new document type will be available for AffinMax and CIB transaction as below:

- AffinMax Application form
- AffinMax Maintenance form
- CIB Application form
- CIB Maintenance form

Auto Crop Signature function, this change to request auto crop signature function in DIS system from AOF and SVS Modification to SVS.

- This enhancement expected to improve the processing time at account services.
- DIS will identify the signature pages and crop the target signature image automatically.
- DIS able to auto delete the image before export to ECMS

Application Lead

- Monitoring /support/troubleshooting/preparing test cases and administering the existing Transaction for banking application.
- As an application lead and implementation of IT solutions related to the DIS (Digital Imaging System) and BSD (Banking Statement Delivery) as Level-2 support which requires investigation at business logic.
- Conduct testing in UAT environment before implement the changes in production and DR. Test and review enhancements / bug fixes.
- Coordinates and support UAT related activities with external parties and business users
- Review UAT test cases from business user and arrange the UAT deployment accordingly to promote into production environment.
- Prepare documentation for request for change (RFC) such as checklist, UAT sign off and approval emails from business users and heads/leads.
- Presenting in release management (RM), TAB (Technical Advisory Board) and CAB (Central Advisory Board) meeting according to users need through SR request/Incident fixes which already tested in UAT and ready to be deploy in production environment.
- Manage vendors/partners and ensure the system delivery is in accordance with the technical specifications.
- Perform management reporting for the system performance level on a weekly/monthly basis.
- RESTART/STOP/START application services when required as depends on business requirement and monthly patching or emergency change arises.
- Provide statistic/report for business users on monthly basis about batch job status and numbers of statements delivery.
- Work closely with vendors based on the service request raised by business users.
- Monitoring batch and triggered batch jobs for all type of E-statements product (CARD, CASA & LOAN)
- Assisting users in retrieving E-statement based on client/business user requirements through incident tickets/service request.
- Coordinate across various teams to effectively manage production issues and maintenance activities.
- Attending meetings with stakeholders, business users and vendors for the upcoming changes in productions.
- Support DR team to coordinate DR setup for various application test and Business Continuity activities.
- Support users BAU issues end to end based on SLA.
- Enhance knowledge of Operation process and active participation the process improvement activities
- Troubleshoot and resolve technical problems in DIS and BSD applications.
- Provided constant technical support for applications to ensure optimal durability and reliability – Investigated and resolved technical operational issues of the applications.
- Made effective and much appreciated suggestions for changes in the system applications and gave expert advice as to proper operation.

Company: CIMB (Capgemini)

Position: Senior Application Support L2- CCMS

Tenure: August 2018 – March 2019

- Provide application L2 support for CCMS Team (E-statement)
- Diagnose problem area and recovery the daily batch jobs for CCMS
- Escalate or collaborate with other support team to resolve reported incidents or problems
- Contribute and review root cause analysis and permanent corrective action
- Respond to user requests, incidents and follow up on problems in a timely manner.
- Coordinate through testing of the developed solution
- Manage the reported incident or problem until closure
- Provide regular feedback and status of issues to the stakeholders and Business users
- Configure automated system alerts and performing pro-active monitoring
- Perform Data/Job Recovery for failed batch JOBS
- Handling client incident/Problem tickets for all types of statements
- Engage with vendors for client statement reprinting issues and pending staging statements.
- Manage request according with the agreed SLA
- Maintain and create documentation around technical troubleshooting and share to team members
- Restart services in OPALS software for batch issues
- Develop SQL queries to check client statement issues using SQL Studio
- independently debug and propose resolution/work-around for complex production issues
- Coordinate across various teams to effectively manage production issues and maintenance activities.
- Support IT Security activities e.g. health checks after security patches.
- Coordinate and follow up with Application teams to ensure permanent fix is prioritized, planned and delivered, through the problem management process.
- Support end-of-day and end-of-month batch runs.
- Support Disaster Recovery Test and Business Continuity activities.
- Communicate and provide status updates on issues to business users, management team and other stakeholders.
- Deliver training and support to end-users
- Ensure preventive maintenance and analyse application root cause issues
- Assist team members during operation activities and projects and when new joiners to settle in with the team
- Enhance knowledge of Operation process and active participation the process improvement activities
- Analyse and challenge existing support processes to achieve continuous improvement

Company : **Standard Chartered Global Business, Malaysia (Nityo InfoTech)**
Position : **Senior Analyst**
Tenure : **April 2015- September 2017**

- Problem investigation, solving and escalate to managers and Business if necessary
- Design and develop software systems, using scientific analysis and mathematical models to predict and measure outcome and consequences of design.
- Monitoring batch jobs and server for banking application such I-banking/UTS/COCOA/PTS-DOC
- Supporting PDW- AIX Server for Asia Country
- Investigate on SMS BANKING and IBANKING BAU tickets with fraud and risk management team
- Provide support for Incident/problem management for business application
- Escalate problems
- Respond and attend to problem reported by the agent.
- PSS standby 24x7
- Provide and implement preventive measures for improvement
- Perform Data Recovery with the guidance from senior staff or project owner.
- Update problem status and details into Remedy and provide logs for analysis.
- Assist in Root Cause Analysis process.
- Understand the SLA and be able to meet.
- Provide first line support to business queries and problem reported.
- Provide guidance to junior staff.
- Develops his/her consumer banking knowledge in order to add additional value to his/her results
- Test and review enhancements / bug fixes
- Effectively contribute to Project / Support improvement plans
- Knowledge on using putty / F-secure application and Remedy / AS400s
- Weekly deployment and change implementation (UVT)
- New application verification process with supporting team and Atos.
- Modify existing software to correct errors, to adapt it to new hardware or to upgrade interfaces and improve performance.
- Consult with engineering staff to evaluate interface between hardware and software, develop specifications and performance requirements and resolve customer problems.
- Analyze information to determine, recommend and plan installation of a new system or modification of an existing system.
- Develops software solutions by studying information needs; conferring with users; studying systems flow, data usage, and work processes; investigating problem areas; following the software development lifecycle.

Company : **Getronics - Baker Hughes**
Position : **System Specialist**
Tenure : **August 2013 – April 2015**

- Reviews technical problems and provide solutions for software, hardware Systems and troubleshoot operating anomalies using data review methodologies and automated evaluation programs.
- Analysis data and solves problems; communicates with peers, subordinates and senior management; and identifies objects, actions and events affecting a company's operations.
- Manage 2nd level escalations for incident inquiries and communicate with management team on possible 3rd level escalations.
- Monitor email inbox/call queues to ensure all incidents are updated and progressing in the required timescales.
- Provide hands on training and coaching for new agents to familiarize with client's environment.
- Under general supervision, respond to and diagnoses complex hardware, software and network problems in a customer focused environment.
- Prioritize and resolve issues identified by customers and other teams in a timely manner.
- Will work with IT Services functional teams and other team members to ensure issue resolution in accordance with Service Level Agreement (SLA).
- Monitor the IT service process and workflow to ensure SLA's are met.
- Analyze & interpret client queries to ascertain and solve issues;
- Provide accurate and creative solutions to client problems meeting all predefined quality measurements;
- Liaise with internal and external resolver groups regarding queries on incident status;
- Supporting multiple applications and logging in incidents for the resolver group to work on.
- Supporting clients through phones, chats and emails, primarily on emails and IT chat queue.
- Fair understanding of ITIL processes and application of those processes to current environment and good understanding of all current service level agreements with clients.
- Responding to email inquiries from clients, managing the work and processes for email inquiries, provide coaching on new processes to both emails and call analysts.
- Perform the tasks of a subject matter expert and escalate issue to leads if there is a process that requires management attention.
- Monitor agents incident or request to make sure there is no error's or missing information to avoid in delay in service
- Communicating with leads and managers on new process related findings that come in through emails.

Company : **Scope International, Malaysia**
Position : **Senior Analyst**
Tenure : **October 2011- July 2013**

- To attempt and ensure First Call resolutions on technology related incidents managements and requests within the Level I and Level II
- To provide a single point of contact and support for Customers through Voice, Email, Web and other relevant channels in relation to technology related incidents and requests.
- Performed diagnostics and troubleshooting of system issues, documented help desk tickets/resolutions, maintained equipment inventory lists, Active Directory (updating of user profile and reset of password).
- Troubleshoot and resolve technical problems (outlook/MS Office/Virtual private Network (VPN) / desktop application/ etc.)
- Release EID (root admin id/normal id/application id/platform id/ etc.) to run window server and release EID(emergency ID) for DR DRILL
- Knowledge on using putty / F-secure application and Remedy / AS400
- Release EID, Reset password and unlocked ID for Windows, AIX, Sun Solaris, Sybase, Oracle, and Linux
- Analysing Information, General Programming Skills, Software Design, Software Debugging, Software Documentation, Software Testing, Problem Solving, Teamwork, Software Development Fundamentals, Software Development Process, Software Requirements.

EDUCATION HISTORY

2008-2011 Management and Science University Bachelor in Computer Engineering (Hons.)	<ul style="list-style-type: none"> • Electronics I and II • Circuit Analysis • Digital Electronics • Microprocessor • Networking • Robotic programming • Electronic Devices • Computer Systems & Applications.
2005-2007 College Legenda Diploma in Computing and Information System	<ul style="list-style-type: none"> • Programming • Database SQL • Statistic • Computer Organization • paradigm programming • Data Communication • Networking (CCNA)
2000-2004 SMK Seri Serdang Sijil Pelajaran Malaysia (SPM)	<ul style="list-style-type: none"> • Bahasa Malaysia • English • Additional and Modern Mathematics • Physics and Chemistry

SUPPORTING TOOL AND APPLICATION

Application Supported

- CA Remote Support
- Microsoft Office
- Office Communicator
- Live Meeting
- Active Directory
- Blackberry & Blackberry Manager v5
- USD ticketing tools
- I-phone Synchronisation Activation
- McAfee Encryption and Decryption
- Remedy
- SM9 ticketing tools
- ServiceNow (SNOW)
- KENTICO V9, V10, V11 and V12

Supporting Tools

- AIX Platform
- Putty
- Aqua
- SQL Studio 2005
- DB2
- Lotus Note
- Pitney Bowes
- OPALIS
- PostMan
- Window server 2003, 2005 & 2012
- TaskScheduler
- MobaXterm_Personal

CERTIFICATION

- **ITIL V4 Foundation Certificate in IT Service Management**
- CISCO CCNA Completion, 2005-2007

CREDENTIAL

- Personal Enrichment-Career and education (Member/Participant) , 2009
- Clubs & Society- Outdoor & Adventure, Young Engineering Club (Committee), 2010
- International Study Tour-CHINA(Member),2010
- In House Seminar- Software Development (Member),2010

AWARDS/ACHIEVEMENTS

- 1st runner up, Inter-Varsity badminton Tournament, 2006
- 2nd Runner up, Badminton Women's single, 2006
- 1st Runner up, badminton women Doubles, 2006
- District Champions, badminton under-18, SMK Seri Serdang, 2004
- Best Team Player Award, 2017 (Standard Chartered Global Business)

REFERENCES

Zeferina binti Abdul Latip

MANAGER Core System at AmMetLife Insurance Berhad

Level 23, 201, Jalan Tun Sambanthan, Kuala Lumpur Sentral, 50470 Kuala Lumpur, Malaysia.

Contact Number: 0178736769

Salhana Ahmad Darwis

Associate Manager at Standard chartered GBS

L6, Menara Standard chartered, 57000 Bukit Jalil, Kuala Lumpur, Malaysia.

Contact Number: 0137417515