Abinash

Employer Details: recruiter@techdatumsolutions.com

+1-214-617-8272 |

Dynamic professional with 9 years of experience in application support and business analysis, enhancing operational efficiency in banking, supply chain, and life sciences. Skilled in troubleshooting and optimizing Salesforce-integrated SaaS applications and cloud platforms. Proven track record in collaborating with cross- functional teams to streamline processes, implementing preventive solutions to ensure 99% SLA compliance and 99.5% system uptime. Managed a 5-member team, delegating tasks, providing guidance in resolving issues, and handling customer calls. Committed to delivering exceptional customer/user experience and continuous system improvement. Adept at quickly learning new technologies and thriving in fast-paced environments.

# Professional Experience

## Compliance Quest | Tampa, FL (Remote) Application Support Specialist

## Aug 2023 — Present

**Provide application and product (L2/L3) support** for Salesforce-integrated SaaS platforms, effectively resolving integration and performance issues to enable optimal user experience.

**Boost system performance by collaborating with cross-functional teams,** including product, engineering, and support, to implement new rollouts and optimize functionality.

**Maintain 99% SLA adherence** by optimizing workflows to minimize system downtime.

**Perform root cause analysis** to identify issues and implement long-term solutions.

**Assess and test new SaaS applications** and integrations to streamline business processes.

**Create and update technical documentation** and standard operating procedures, prioritize multiple issues from different customers, and manage them through detailed logs.

## Virtusa Consulting Services | India Senior Consultant

Sep 2022 — Jul 2023

**Contributed to the CITIKYC project for Citibank as a Business Analyst**, collaborating efficiently with business stakeholders, and internal departments, and achieved successful project outcomes.

**Acted as a liaison between business teams, developers, and quality assurance (QA) testers** to streamline application changes and facilitate clear communication.

**Developed comprehensive documentation** based on business requirements, secured necessary approvals from stakeholders, and collaborated with the development team on feasibility and timelines.

**Led comprehensive release planning efforts,** coordinating with testers globally to assure thorough post- release sanity checks and effectively managing any reported issues.

**Thoroughly reviewed user acceptance tests (UATs) during trial deployment,** coordinated closely with testers to address any issues, and provided final approvals for a smooth and successful deployment.

**Achieved a 25% reduction in post-release defects** by implementing proactive testing and rigorous validation.

## E2open (formerly Blujay Solutions) | India Support Analyst

Jul 2020 — Sep 2Pa0g2e21 | 2

**Led a 5-member team** providing product support to global enterprises (DB Schenker, DHL, DSV).

**Supported transport management across APAC and EMEA regions,** achieving seamless operation of logistics service providersʼ product-related applications and optimizing their performance.

**Worked closely with high-priority clients worldwide,** including DB Schenker China & APAC, DHL APAC, DSV Europe, and Raben Europe, and built stronger, productive relationships.

**Leveraged SQL scripts for data retrieval** and addressed invoice- and VAT-related issues.

**Managed and maintained applications hosted on AWS** instances utilizing CloudWatch, SNS.

**Monitored production systems and applications**, conducted regular health checks to guarantee stability, and provided comprehensive support during deployment .

**Coordinated with developers and QA teams** to attain efficient and seamless application migration.

**Created manufacturer incident reports** (MIR) for P1 & P2 issues, ensuring SLA adherence.

## Kondas Trade limited | UK Application Support Analyst

Jun 2016 — May 2020

**Worked with Post Office Limited operated by the UK government in the supply chain management domain,** contributing to the optimization and efficiency of their supply chain processes.

**Collaborated with developers and QA to migrate applications** from development to production.

**Managed JIRA tickets** and resolved production issues with developers.

**Proactively implemented health monitoring of systems** by conducting application health checks, supporting deployments, and performing server status checks.

# Areas of Expertise/Certifications

### **Cloud:** Salesforce Cloud Administrator, AWS

**Frameworks:** Oracle SQL, ServiceNow, JIRA, Dotmatics ELN

### **Management:** Agile Methodologies, ITIL, Upholding Service-Level Agreements, Root Cause Analysis

**Operating Systems:** Windows, Linux

**Certifications:** Agile Business Analysis (IIBA-AAC endorsed)

# Education

Bachelor of Science in Computer Science and Engineering Osmania University, India

Master of Science in Information Technology Sheffield Hallam University, UK

Page 2 | 2