



Abhishek Chand Guleria



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PROFESSIONAL SUMMARY

-  **Analytical mind.**
-  **Productive customer approach.**
- **Multitasking.**
- **Application, Production and Operational support:** Right Angle S15, S20, ZEMA, GARM ,Kylysh, Credit , Energy Credit, Endure, Allegro, UiPath, SoapUI,RESTful API, Jenkins, Control-M tools, T4, IMOS, Magellan, eStream, WAM, eGalahad, [Kinder Morgan](#), CCI, MarketView by Drillinginfo (now Enverus), GlobalView, ICE, Nymex, ICE (Intercontinental Exchange), Platts, Argus, Bloomberg Terminal and Lacima.
- **Knowledge on Trading and Risk applications:** Eka , Endure, Allegro, Brady plc , Triple Point Technology, FIS, Pioneer Solutions, Enuit, Kyriba, Aspect Enterprise Solutions, Reuters Trading for Exchanges (now part of Refinitiv), Contigo, Beacon Platform, Open Energi, Powel, and Amphor.
- **RA trade life cycle, accounting transections, Scheduling, Trading and Risk, RA to Salesforce to SAP, RA to other platforms activities.**
- Well versed with trade life cycle – front, back and mid-office processes.
- Proactive self-starter and recognized to initiate and improve productivity.
- Intelligent, honest, and willing to go the extra mile to give my clients the best service in the industry.
- Highly motivated with strong analytical and problem-solving skills.
- Data representation in Excel, Word, PowerPoint (Office 365) and Power BI.
- **ITIL process support:** Azure DevOps, Service Now, BMC Remedy Microsoft Team support.
- **Database:** SQL and Oracle 2016 servers.
- **Word press, PowerShell, Azure DevOps, Containers, Log Analytics, Interfaces and Bash tools.**
- **Agile and Scrum methodologies.**
- **Artificial intelligence** – AI ChatGpt and other AI tools.

- **Continuous Improvement** – CMMI 5, Improving the process.

WORK EXPERIENCES

Advisory Solution Advisor | L2 - L3 | Right Angle Support
08th February 2021- Present
Deloitte USI Pvt Ltd - Project: Motiva Pvt Ltd

JOB RESPONSIBILITIES

- **Application, Production and Operational support:** Right Angle .net and Power builder S15 and S20.
- **Commodities:** Oil, Gas and Chemicals.
- UiPath, Control-M, AppDynamics.
- **Logistics applications** - T4, IMOS, Magellan, eStream, WAM, eGalahad, [Kinder Morgan](#), CCI.
- **Pricing Applications** – ZEMA, MarketView by Drillinginfo (now Enverus), GlobalView, ICE, Nymex, ICE (Intercontinental Exchange), Platts, Argus, Bloomberg Terminal.
- **Trading and Risk** – Check and create price services, pricing setup- (quotes, delivery period, create price service, create price curve, setup derived prices, scheduled process), curve creation, profile valuations and price validations.
- **Risk reports** - Risk exposure, current exposure, Mark to market, P/L shift report.
- **Report tools** – Report creation in Excel and Power BI.
- **Accounting** – Transactions (Movement and Time values), internal BA, Profit cost center, account coding, Invoice, Inventory, accounting interface and accounting close tasks.
- **Data flow:** RA trade life cycle, RA to Salesforce to SAP, RA to other platforms activities.
- **ServiceNow** for tickets- SR, Incidents, Access Request, change Request, RITM.
- **Data base and Servers:** SQL Developer and SQL server 2016.
- EOD, Patching Activity, Post development and Month End activity, upgrade, Daily Dashboard, Operational Support, Risk, trading, Price Load activities, Servers Services, Task status, Alerts and Testing.
- **Right Angle Infra Support** – Create /delete/Add users account, RA control panel and security, Licenses, Policy, RA Reports add/remove, Rules in Applications.
- Configure and create the rules, groups, accounts, actions, Task

- parameters and policy in Right Angle application.
- Accounting jobs: FSM, TMS, BOLs, Invoice, Salesforce, and Batch Invoices tasks issues.
- Continuous Improvement – CMMI, Improving the process.

Application Consultant | Production Support **25th**
August 2020 – 05th February 2021
 RandStad India Pvt. Ltd
Client Side: Deloitte USI Pvt Ltd (Project: Motiva Pvt Ltd)

JOB RESPONSIBILITIES

- **Application, Production and Operational support:** Right Angle .net and Power builder S15 and S20.
- UiPath, Control-M, AppDynamics.
- **Commodities:** Oil, Gas and Chemicals.
- **Logistics applications** - T4, IMOS, Magellan, eStream, WAM, eGalahad, [Kinder Morgan](#), CCI.
- **Pricing Applications** – ZEMA, MarketView by Drillinginfo (now Enverus), GlobalView, ICE, Nymex, ICE (Intercontinental Exchange), Platts, Argus, Bloomberg Terminal.
- **Trading and Risk** – Check and create price services, pricing setup- (quotes, delivery period, create price service, create price curve, setup derived prices, scheduled process), curve creation, profile valuations and price validations.
- Deal pricing flow and price validation process.
- **Risk reports** -Risk exposure, current exposure, Mark to market, P/L shift report.
- **Report tools** – Excel and Power BI.
- **Accounting** – Transactions (Movement and Time values), internal BA, Profit cost center, account coding, Invoice, Inventory, accounting interface and accounting close tasks.
- **Service Now for tickets- SR, Incidents, Access Request, change Request, RITM.**
- **Data base and Servers:** SQL Developer and SQL server 2016.
- **EOD, Patching Activity, Post development and Month End activity,** Daily Dashboard, Operational Support, Risk, trading, Servers Services, Task status, Alerts and Testing.
- **Risk reports** -Risk exposure, current exposure, Mark to market, P/L shift report.
- **Accounting** – Transactions (Movement and Time values), internal BA, Profit cost center, account coding, Invoice, Inventory, accounting interface and accounting close tasks.
- **Data flow:** RA trade life cycle, RA to Salesforce to SAP, RA to

other platforms activities.

- **Database and Server:** SQL Server 2016, check and validate the data in PROD and QA, UAT environment.
- Data representation in Excel, Word, Power BI and PowerPoint (Office 365).

Software Tester | Associate QA L2

10th June

2019 – 21st August 2020

(Production, Technical and Monitoring support)

Experis IT Pvt Ltd • Delhi (Manpower Group)

Client Side: Publicis Sapient Pvt Ltd (Project: Chevron Pvt Ltd)

JOB RESPONSIBILITIES

- **Application, Production and Operational support :** ZEMA, GARM ,Kylysh, Credit , Energy Credit and Endure, Right Angle S15 , UiPath, SoapUI, MarketView Web services Test suite and RESTful API, Jenkins, Control-M tools,
- **Commodities:** Oil, Gas and Chemicals.
- **Ticketing tool:** Azure Microsoft, DevOps and BMC Remedy and Service Now.
- **Checking Intraday's and scheduling of the application:** GARM , Kylysh, SRA ,Credit , Energy Credit and Endure
- **Trading and Risk** – Check and create price services, pricing setup-(quotes, delivery period, create price service, create price curve, setup derived prices, scheduled process), curve creation, profile valuations and price validations.
- **Risk reports** -Risk exposure, current exposure, Mark to market, P/L shift report.
- **Accounting** – Transactions (Movement and Time values), internal BA, Profit cost center, account coding, Invoice, Inventory, accounting interface and accounting close tasks.
- **Data flow:** RA trade life cycle, RA to Salesforce to SAP, RA to other platforms activities.
- **Database and Server :** SQL Developer, SQL server 2016, check and validate the data in PROD and QA, UAT environment.
- EOD, Price and Month End activity application production support.
- Client call to support application issue regarding Pricing, Operational Support, Risk, trading, Accounting, Scheduling and Testing.
- Working on Office 365 and Virtual Machine NET GIL.
- **Triggers creation in XML, Profile, Curve, templates, Data manager, and Admin console in ZEMA (Create, Modify, Delete,**

Update) and Data management tool.

- Data representation in Excel, Word, Power BI and PowerPoint (Office 365).
- Troubleshooting complex applications, Docker container-based applications and logs Analytics.

End User Support Engineer
6th Jun 2019

29th Jan 2018 –

Microland Pvt Ltd • Gurugram

JOB RESPONSIBILITIES

- Application support for client side: **Bank of America**
- Ticketing tool: **BMC Remedy** call tracking systems to log, track and manage **Incidents and Service Requests**.
- Business and Banking applications support.
- Provides Mobile Device deployment & application support: Blackberry, Apple, and Android phones.
- Escalate or follow-up on customer incidents with Account Management, Software Development and Data Integration teams.
- Provide information about incidents analysis and KPIs.
- Manage system alerts for production applications during production support hours and communicate with required resources.
- Provide front-line application and technical support to customers by answering calls, virtual meetings, and emails with a focus on customer satisfaction and fast response times.
- Creation of reusable knowledge base articles to build self-serve information in the customer portal.
- Escalate support issues with proper documentation for Tier 2/Tier 3 teams
- Assist implementation teams with configurations/installations
- Collaborate with other support representatives to solve complex issues.
- Document all support tickets in tracking tool.

Intern IT Support
Dec 2017

13th Sep 2017 – 31st

Emtex Engineering Pvt Ltd • Delhi

JOB RESPONSIBILITIES

- Provide business systems, network, and internet support to clients in response to identified difficulties.
- Networking skill in servers, firewalls, and switches.
- Implemented new handheld systems successfully.

- Ability to perform systems & network troubleshooting.
- Maintained proper reports and records of completed services for clients.
- Handled troubleshooting issues related to hardware and software applications.
- Handling the Google Admin Account and Troubleshoot the Firewall.
- Installation and Configuration of Router and Access Point.
- Installation and Configuration of Printer, Outlook over network.
- Setup, configuration, and standardization of end-point devices, including but not limited to, workstations, laptops, smartphones, printers, and peripherals.
- Installing, configuring, and supporting the client component of a variety of approved and hardware and applications.
- Resolving user technical issues and service requests in a timely manner.
- Logging all support requests and follow up detail into an internal ticketing system.
- Maintain variety of software and hot fixes using Microsoft tools.

Computer Engineer
Sep 2017

2nd Nov 2015 – 12th

Fourth Dimension Solution Pvt Ltd • Delhi

JOB RESPONSIBILITIES

- Installing, configuring, testing, maintaining, monitoring, and troubleshooting end user support devices.
- Developing and maintaining system documentation including asset information.
- Proven expertise in administration work, implementation, and support of desktop and telecommunications infrastructure.
- Ensure IT infrastructure, facilities, and security operational readiness.
- Provide support for the workplace environment in a broad sense (PCs, virtual machines, laptops, phones, mobile solutions, printers, Windows OS, Office suite, etc.).
- Install, administer, and monitor application servers.
- Creating recovery media and backups of workstations, servers, and appliances, as required.
- Monitoring and enforcement of the company's anti-virus policy on individual workstations.
- Acting as on-call support in the event of service or server outage or special events.

- Troubleshoot and maintain network, Wi-Fi, and telephony connectivity.
- Audit and inventory of all computer assets.
- E-mail configuration and support for staff.

EDUCATION

Master of Computer Application Jul 2013 - Jul 2016
Guru Gobind Singh Indraprastha University • Delhi, India

Bachelor of Computer Application Jul 2010 - Jul 2013
Jamia Hamdard University • Delhi

CERTIFICATIONS and VOLUNTEER WORK

- AWS Cloud Practitioner
- Azure AZ-900 Certified | Microsoft
- Agile and Scrum Methodology | Udemy Certificate
- Azure DevOps Dashboard | Udemy Certificate
- CCNA certified
- Participated in Inter-Quiz Competition in 2013 at GGSIPU, Delhi.
- Worked as a Volunteer in 2012 at JHU, Delhi.
- Research paper presentation on **GOOGLE WALLET** in 2013 & **BIG DATA IN EDUCATION (3RD PRIZE)** 2014
- Participation at GGSIPU in Fest.
- Participate as a Coordinator at GGSIPU on LAN Gaming in 2013.
- Winner of **Minute to Win It (Cash Prize)** in 2015 at GIBS college
- Winner of **Ramp Walk** in 2014 at TIAS college

PERSONAL DETAILS

Name: **Abhishek Chand Guleria**
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Thanks,
Abhishek Guleria