RIYA JAIN
Technical Support

Providing application support to Indian post payment bank Payment Team from last 2 + Years having good command in SQL and Linux and also got appreciation and Recognition from my last Company (DXC) and currently handling production issues of UPI, Merchant and Recon.

EDUCATION

- **University of Lucknow**
  Master's in Computer Application
  Completed in 2020

- **Integral University**
  Bachelor's in Computer Application
  Completed in 2017

- **PD WORKFORCE DEVELOPERS**
  Training in Finacle Based core banking solutions

- **Workshops**
  - *One Week FDP on Python - 2020*
  - *Python Workshop at IIT Delhi -2020*

CONTACT

M: 18RIYAJAIN2020@GMAIL.COM
P: +91 8090040594
A: *Lucknow,Uttar Pradesh*

ACHIEVEMENTS

- **Work Rewards/Recognition**
  - *Sapphire Award in DXC Technology.*
  - *Q4 Champs Award in DXC Technology.*

PROFESSIONAL EXPERIENCE

- **Technical Support Associate**
  Financial Software and System| Aug 2023-Current
  ·Part of INDIAN POST PAYMENT BANK Payments Team.
  - Handling and analyzing UPI, Merchant, recon Production issues.
  - Providing support in Merchant and Recon UAT Issues.
  - Providing critical data to Bank.
  - DR-DRILL.
  - Deployments om Production server and UAT Server.
  - Co-ordinating with Database Team during Purging.

- **Associate Professional Application Delivery**
  DXC| Apr 2022-Aug 2023

  ·Part of Indian Post Payment Bank Payment Team.
  - Providing support to all payment products: IMPS/UPI/AEPS/TANGO/POSA/CMS.
  - Extracting Logs.
  - Resolving ITSM Tickets after analysing.
  - Housekeeping of Servers.
  - Providing critical data to bank operation Team.
  - Deployments in UAT Server and Production Server.

- **Internship**
  - Internship in oracle Apex from PD WORKFORCE DEVELOPERS. -2021

TOP SKILLS

Hard Skills
- My SQL
- Oracle Apex
- Linux
- Python
- Adobe Photoshop
- Finacle based core Banking Solutions.
- JIRA
- Java

Soft Skills
- Observation
- Decision Making
- Communication
- Multi-tasking