Name	**Anisha Menon**
Location	**Dubai, United Arab Emirates**
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PROFESSIONAL PROFILE

Motivating and enthusiastic IT professional with 7 years of experience. Always have an excellent approach to achieve triumph in all projects and logical skills to determine issue and provide on time resolutions to the end users. Built up expertise in maintaining, supporting and troubleshooting issues in the production environment. I demonstrate ability to adapt fast changing technical environments, upgradation and integration to latest developments.

Core Competencies

•Oracle 11g Database • Incident Management • ITIL • Service Now • MS Office 365

•MS SQL Server 2012 • Microsoft Exchange Server 2013 • Windows Active Directory

EDUCATION DETAILS

COURSE	UNIVERSITY	YEAR OF PASSING
B. Sc Computer Science	Mumbai University	2012

PROFESSIONAL EXPERIENCE – 7 YEARS

ORGANIZATION	WORK EXPERIENCE
Al Futtaim Willis Co. LLC	Jul 2018 - Present
Willis Towers Watson	Jan 2017 – Jun 2018
Larsen & Tubro InfoTech	Apr 2013 – Dec 2016

TECHNICAL COMPETENCIES

DOMAIN	• Banking & Financial Services, Insurance Domain
TECHNOLOGIES	• SQL, ORACLE, PinSafe (Citrix), Active Directory, MS Exchange Server 2013.
DATABASES	• MS SQL Server 2008 R2, MS SQL Server 2012, Oracle 11g.
OPERATING SYSTEM	• Windows XP/7/8/10.
ITSM TOOLS	• Service Now and BMC Remedy Tool
REMOTE TOOLS	• DameWare, LYNC, MSTC, Software Central, Bomgar, LANDesk
SUPPORT TOOLS	• MaaS360 (IBM), CISCO NAC Guest Server, UMS, McAfee EMM Endpoint Encryption, Vantage, Citrix Session Management Tool, Desktop Director
MONITORING TOOLS	• ITRS, RT-View
CERTIFICATIONS	• ITIL V3 certified, NCFM Beginners Certified (NSE India), Oracle DBA certified from SEED InfoTech, Web Forms certified by eBIX.

PROJECT DETAILS

AL FUTTAIM WILLIS CO. LLC - Dubai

Jul 2018 – Present   **IT SPECIALIST - APPLICATIONS**

Benefit Net 1.0: BenefitNet is an online solution that enables insurers, insurance brokers and employers to simplify the administration process of their employee benefits schemes for medical, life and additional types of policies. This platform is developed for real-time, online 24/7 administration, automation and tracking of employee benefit policies and key processes for insurers and brokers. Its features include, Census Management, Claims Management, Invoicing and Premiums, Client Self Services and Analytics.

eGlobal:- eGlobal is a broking interface used by WTW Brokers for all major and minor risks in the Insurance industry. It addresses all of a broker's requirements from client and prospect management to quotations, policy recording and tracking, document production, client budgeting and claims management. It can also handle transactionas such as Invoicing, Accounting & Settlement etc.

Willis One Plus Portal:- Willis One Plus is an inhouse built reporting portal where customized reports can be built, generated and extrcated in various formats. Thus helps the brokers and management to get a detailed view of various Income reports, Outstanding reports, Broking Reports etc.

Volume:- Volume is an electronic file storage Document Management System (DMS) hosted on local server. This application is extensively used across the organization for secured and easy access of file sharing within departments as per the protocols.

ROLES & RESPONSIBILTY:

- Single point of contact for all issues and queries related to Benefit Net, Willis One Plus and Volume applications.
- Logging issues in service now, troubleshooting and resolving them within SLA on priority basis.
- Incident Management, handling Change & Releases, UAT testing for various applications.
- Creating Broker Accounts and HR Accounts for Benefit Net system.
- Handles Access Management for BenefitNet, Willis One Plus and Volume applications.
- To identify bugs and scope of enhancement within the applications and work closely with respective Development Teams to fix it.
- Creation of Insurer Templates and its end to end testing.
- To work closely with business for gathering report requirements for Willis One Plus, coordinating with Dev Team, successful rollout and post maintenance activity in production.
- Responsible for creation of client cabinets & files and its maintenance in volume application.
- Troubleshooting and fixing transactions in eGlobal and handling change requests.

WILLIS TOWERS WATSON - Mumbai

Jan 2017 – Jun 2018   **eGLOBAL SYSTEM**   **SPECIALIST**

eGlobal System: This is an application built by eBIX for Willis Towers Watson and is been used by brokers, service providers to perform transactions on various insurance policies (Renewal, Endorsement, Lapsing etc). eGlobal addresses all of a broker's requirements from client and

prospect management to quotations, policy recording and tracking, document production, client budgeting , claims management and Finance Reporting.

ROLES & RESPONSIBILTY:
- Primary point of contact for all user issues and logging Service Now tickets to track them.
- Providing prompt response/resolution for all user critical issues.
- Troubleshooting transactional issues reported by user and to fix them by executing scripts in database.
- Creating web forms in the system as per business requirement.
- Generating reports in Service Now and to maintain its track for audits.
- Generating MI Reports and various Income Reports on weekly/monthly basis.
- Co-ordinating with country SME's on various implementations.
- Adhering ITIL practice, Incident Management and maintaining ticketing queue.
- Testing new functionalities in UAT environment and implementing the same in PROD.
- Timely refresh of database from PROD to UAT.
- Providing ad hoc reports to users based on requirement.

L&T INFOTECH - Mumbai

Apr 2013 – Sep 2016   **Citi_Liquidity**   **PRODUCTION SUPPORT**

- ✦ **Treasury Vision:** A web-based portal that allows treasury organizations to view their overall business and forecasts to more effectively manage global liquidity and risk across the enterprise. It provides the clients with visibility of cash, debts and investments globally across all their Financial Institutions.
- ✦ **Treasury Vision Liquidity Manager:** A web-based tool with customizable views of pooling structures and cash balances within the pools via a dashboard. Citi's Treasury Vision Liquidity Manager provides the corporate users with summary, detailed, and graphical views of their balances across multi- and single-currency notional pooling as well as of global cash concentration structures.

ROLES & RESPONSIBILTY:
- Ensured that all reported issues and queries are meeting the defined response, resolution and escalation SLA. Analyzing the issues and escalating it on time to next functional level within SLA.
- Co-ordinated and driven major outages calls and Incident Management for TV/TVLM applications with respective up streams and down streams and partner systems.
- Support provided during weekend deployments/releases & performed validations/sanity checks.
- Monitoring & handling job failures of 24*7 batch jobs which are very critical and SLA bound.
- Generation of MIS reports on Daily/Weekly/Monthly basis.
- Strong interaction with Customer/Product Team and End users.
- Proactive in EOD/SOD monitoring and leading the shift.
- Ensured 100% compliance of ITIL process.
- Documentation and managing KEDB.

Oct 2016 – Dec 2016   **Maersk Oile n Gas**   **SYSTEM ENGINEER**

Maersk Oile n Gas (MOG): Maersk Oil and Gas is a Danish oil and gas company owned by the A. P. Moller-Maersk Group. This was an Infrastructure Management project to provide support to all offshore and onshore users via Global Service Desk.

ROLES & RESPONSIBILTY:

- Incident management, categorization, escalating and Reporting in Service Now.
- Creating User objects in Active Directory.
- Mailbox creation in Exchange and LYNC account creation.
- Adding and removing users to and from various Security Groups in Active Directory.
- Exchange Server Management, Windows Administration and Citrix Administration.
- Installation of Software using SCM tool by remote access.
- Guest Wi-Fi Account Creation.
- Providing technical support to onshore users over phonecall.

PERSONAL DETAILS:

- **Date of Birth** : 25/02/1992
- **Nationality**   : Indian
- **Visa Status**   : Resident Visa