



## ABHISHEK YADAV

### PRODUCTION SUPPORT ANALYST

#### Profile Summary

- Over 9 years of experience in L1-L2 Production Support as work experience in Linux, Oracle & BI Reporting tools.
- Possess excellent communication with result oriented dedication towards goals.

#### Career Achievements

- Awarded "Living Our Values" 6 times by business at RBS.
- Worked for DGFG Community Programme and received appreciation from Director & Country Head of Services – India.
- Won AWS hackathon Organized by RBS, 2019

#### Certifications

- **ITIL V3** Foundation Certification  
ITIL® Foundation Certificate in IT Service Management, Sep'2018
- **AWS** Training and Certification  
AWS Certified Cloud Practitioner, July'2018
- **TOASTMASTERS** International Competent Leader, Oct'2016
- IBM Certified Database Associate DB2 9 Fundamentals, May'2010

#### Contact Details

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## Career History

### ROYAL BANK OF SCOTLAND

*Production Support analyst | Sep 2015 - present*

- Application Support of Liquidity Applications within the Bank.
- Provide technical support with SLA to business users while ensuring that customer satisfaction goal is achieved.
- Expertise in handling senior stakeholders from GFS and chief accounting department, responsible for external and external submissions.
- Technical and functional understanding of the application design and mentoring support staff.
- Disaster recovery and Infrastructure management.

### BCS INFOSOFT PVT LTD | CLIENT: SPIRIT AIRLINES

*Business Objects Developer | Apr 2011 - Sep 2015*

- Creating, Scheduling and Monitoring Reports on SAP Business object.
- Analysis of Business Objects environment, Universes, Reports.
- Write stored procedure as per user request and scheduling.
- Monitored reports on daily basis and send a consolidated report.
- Analyze the requirements from client and documentation.
- Interact with the client for the requirements.

## Schools Attended

### BIRLA INSTITUTE OF TECHNOLOGY & SCIENCE, PILANI

*Masters of Technology, 2014*

Software Systems, Work Integrated Program.

### MAHARSHI DAYANAND UNIVERSITY, ROHTAK

*Bachelor Of Engineering, 2006-2010*

Information Technology, Full Time

## Skills & Competencies

- **BI REPORTING TOOLS**  
OBIEEE, Tableau, IBM Cognos, Spotfire, Report Navigator, Discoverer, SAP BO
- **DATABASE**  
Oracle, MS-Sql, Sybase
- ServiceNow
- Unix
- Disaster Management
- Cloud Migration
- Stakeholder and vendor management
- Infrastructure Monitoring and management.

## Community

- Disha - RBS Community
- AWS
- Google Local Guide