

Syed Asif

Bengaluru, Karnataka, India

+91 9060378662 • syedasif20046@gmail.com • in syed-asif46
firesoul46/firesoul46

Professional Summary

Results-driven Application Support Specialist with 3 years of hands-on experience supporting mission-critical trading platforms in fintech. Expertise in backend support for NEST trading systems serving major clients including Zerodha, Groww, and JMF. Proven track record in API management, system monitoring, incident resolution, and maintaining high-availability trading infrastructure. Strong technical foundation in database management, monitoring tools, and automation with a focus on minimizing downtime and ensuring seamless trading operations.

Technical Skills

API & Integration: REST API, Postman, API Testing and Troubleshooting, HTTPD Configuration

Trading Systems: NEST Trading Platform, Order Management Systems (OMS), Risk Management Systems (RMS)

Monitoring: Grafana Dashboards, Performance Monitoring, Alert Management, Log Analysis

Database: MySQL (Queries, Data Analysis, Performance Tuning)

Support Tools: Salesforce Ticketing, Incident Management, Root Cause Analysis

Development: Python, Git/GitHub, Visual Studio Code, CMake

Infrastructure: Linux/Unix, Apache HTTPD, VirtualBox, XAMPP

Professional Experience

OmneNest Technologies Pvt Ltd

Application Support Specialist

Bengaluru, India

March 2023–January 2026

- Provided dedicated backend support for NEST trading platform, serving high-profile clients including Zerodha, Groww, and JMF with zero critical downtime
- Monitored and maintained Order Management Systems (OMS) and Risk Management Systems (RMS), ensuring real-time trade execution and risk compliance
- Leveraged Grafana dashboards to proactively identify system bottlenecks, reducing incident response time by 40% through automated alerting
- Executed MySQL queries for data analysis, troubleshooting, and generating reports to support business operations and compliance requirements
- Configured and optimized Apache HTTPD servers to ensure high availability and performance of REST API endpoints
- Conducted comprehensive API testing using Postman, validating integrations and resolving connectivity issues between trading systems
- Managed incident tickets via Salesforce, achieving 95% SLA compliance through efficient triage, troubleshooting, and stakeholder communication
- Collaborated with development and infrastructure teams to implement fixes, deploy patches, and perform root cause analysis on production incidents
- Documented technical procedures, runbooks, and troubleshooting guides to streamline support operations and knowledge transfer

Academic Projects

Final Year Group Project

Smart Receptionist using Facial Recognition

- Developed an automated receptionist system leveraging facial recognition technology to identify and authenticate visitors
- Implemented machine learning models using Python and Anaconda for real-time face detection and recognition
- Designed backend architecture with PostgreSQL database to store visitor records and access logs
- Utilized Docker for containerization and VirtualBox for development environment isolation
- Managed version control and collaboration through GitHub, following best practices for code documentation
- Built and deployed the application using Visual Studio Code, XAMPP, and CMake for cross-platform compatibility

Education

Nettur Technical Training Foundation

Diploma In Computer Engineering and IT Infrastructure

Bengaluru

2020–2023

Certifications

- CCNA: Switching, Routing, and Wireless Essentials
- CCNA: Enterprise Networking, Security, and Automation