

Harsha VardhanAngadala

Software Engineer

Total Exp – 5 years and 3 months

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Chennai Tamil Nadu

I am a dedicated professional with a strong passion for knowledge, effective communication, and collaborative teamwork. My career goal is to join a forward-thinking company that provides an opportunity to apply my skills in a practical working environment. I am committed to leveraging my expertise to make a meaningful contribution to the organization's growth while concurrently advancing my own career. With a keen sense of dedication and a drive to excel, I am poised to be an invaluable asset to any team and contribute to the success of the company.

Work Experience

Cognizant Experience

Trafigura BAU    Software Engineer– 1 Year & 10 Months (Mar 2023 – Jan 2025)

Project Description

Trafigura is one of the world's largest suppliers of commodities. Founded in 1993, it connect producers and consumers of minerals, metals and energy, reliably and responsibly. Across global network, it deploy infrastructure, logistics and their deep understanding of markets to make global supply chains more efficient.

Roles & Responsibilities

Production support is a critical function in an organization responsible for ensuring the smooth operation and availability of applications, systems, and infrastructure in a live, production environment.

1. Monitoring and Incident Management: – Continuously monitor production systems and applications for performance, availability, and security. – Identify and promptly respond to incidents, anomalies, and issues that may impact system functionality. – Utilize monitoring tools and dashboards to proactively address potential problems.

2. Troubleshooting and Issue Resolution: – Investigate and diagnose issues or outages in the production environment. – Collaborate with cross-functional teams, such as developers and system administrators, to resolve technical problems efficiently. – Develop and maintain knowledge bases and documentation for common issues and their solutions.

3. Service Level Agreements (SLAs): – Ensure that SLAs for system uptime, performance, and response times are met. – Communicate effectively with stakeholders, including management, about SLA compliance and any potential breaches.

4. Continuous Improvement: – Identify recurring problems and work on implementing long-term solutions and preventive measures. – Automate routine tasks and manual processes to improve efficiency and reduce the risk of human errors.

5. Deployment and Release Management: – Assist in the deployment of new software releases and updates to the production environment. – Conduct pre- and post-release checks to ensure that the deployment is successful without causing disruptions.

6. Documentation and Reporting: – Maintain comprehensive documentation of configurations, procedures, and incident reports. – Generate regular reports on system health, incident trends, and performance metrics.

7. Communication and Collaboration: – Collaborate closely with development teams to bridge the gap between development and operations. – Communicate effectively with end-users, management, and other stakeholders during incidents and problem resolution.

8. Security and Compliance: – Implement security measures and compliance controls to protect sensitive data and maintain regulatory requirements. – Participate in security incident response and recovery efforts.

9. On-Call Support: – Be available for on-call support during non-business hours to address critical incidents or emergencies. – Rotate on-call duties among team members as needed.

10. Training and Knowledge Sharing: – Stay updated with the latest technologies and best practices in production support. – Share knowledge and mentor team members to enhance collective skills.

Career Highlights

Recognized as a Trailblazer, driven by an unwavering commitment to continual progress and excellence.

Education

Graduation

Bachelor of Technology  
05/03/2019 | Gudlavalleru College of Engg