

Kavitha K  
Senior System Engineer - Infosys Limited

Salem, Tamil Nadu - Email me on Indeed: [indeed.com/r/Kavitha-K/8977ce8ce48bc800](https://www.indeed.com/r/Kavitha-K/8977ce8ce48bc800)

Seeking to work with a software firm, to constantly upgrade my knowledge and utilize my existing skills to benefit the concerned organization

#### WORK EXPERIENCE

Senior System Engineer

Infosys Limited -

December 2014 to Present

Unix, CA7 scheduler

Infosys Limited -

December 2015 to February 2018

Qlikview Level 1 • Basic knowledge of creating simple dashboards with different

Production support style using Qlikview components like List Box, Slider, Buttons, charts and Bookmarks.

- Created different types of sheet objects like List boxes, Buttons, Multi box.

- Good knowledge of monitoring Qlikview Dashboards

- Monitoring Critical dashboards and communicating delay to clients

- Involved in Qlikview initial error analysis and the concerned team to trouble shoot the issue

- Monitoring Qlikview dashboards from end to end and manually refreshing the tasks if needed

- Handling service request for manual refresh of dashboards

- Monitoring Qlikview dependent ETL jobs in CA7 job scheduler

Level 1 (BI process) • Involved in monitoring batch jobs in CA7 job scheduler

- Managing the daily workload based on priorities and maintain SLA's to provide quality services to end users

- Responsible for sending daily and weekly reports to the clients

- Initial analysis of log files and fixing of environment related issue in ETL Process

- Coordinating with concerned team in troubleshooting of major business related issues and sending notification to the clients on timely manner

- Responsible for all Process related activities like incident management and change management

- Involved in documenting the process, procedures and flow of ETL Process for critical applications

- Respond to user service requests and resolving them within stipulated time

- Participated in Incident Management and Problem

Management processes for root cause analysis, resolution and reporting

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## EDUCATION

Networking, Infosys Limited

Foundation Training Program in Networking

2016

Bachelor of Engineering in Information Technology

REiume Institute of road - Erode, Tamil Nadu

2014