Venkateswara D
specialist - Technology Process

IN - Email me on Indeed: indeed.com/r/Venkateswara-D/18b373e3b03b371f

A technocrat with over 10 years of rich experience across various fields
like Customer Services,
End user support, Technical Support, Risk Management, BMC Remedy Support
(Basics) and
Service Delivery Management.

WORK EXPERIENCE

specialist

Technology Process -

2008 to Present

Production Support Analyst (Microsoft

Infosys Limited - Hyderabad, Telangana -

April 2004 to September 2007

Worked As chemist for Quality control Heterolabs Private Limited,
Hyderabad from April2004 to
September 2007.

PROJECTS
Project Details (#1): Microsoft Finance Solution Delivery Tier 1
Client: Microsoft, India
Role: Production Support Analyst (Microsoft India)
Organization: Infosys Limited, India Description:
MSFNSDT1 (Microsoft Finance Solution Delivery Tier 1) support is a group
which gives the frontend
support for Microsoft applications used by their FTEs (Full-Time
Employees) . These employees
are generally the higher officials of Microsoft who use various tools to
generate their reports
on Quarterly basis.This Support team is having 47 applications and
divided in to 4 clusters i.e.
Planning, Finance, MS Sales and Headcount.We, the Tier 1 team are the
first point of contact for
MS employees who use these tools. Our work is to do the troubleshooting
and revert back to
them with emails and through calls.

ROLES and Responsibilities
Gatekeeper and Support Analyst
❖ Resolving user's issues and reverting back to them with emails and
through calls related to 12
applications comes under Planning and Finance clusters (WW Services,
Calypso, and Latam)
❖ Preparation of documents (FAQs, Articles)
❖ Closed Service Request analysis, finding common issues and document
them with suggestions.
❖ Training new resource, monitor and review their work on daily basis.
❖ Supporting other clusters as SA, during their pick times.

❖ Developed complex SQL and PL/SQL scripts as part of development.

Project Details (#2): Project 3- VLIT (Microsoft's Volume Licensing)

Client: Microsoft
Team Size: 24
Tool: Visual Studio 2010 Ultimate,
Technologies: C#, Glider framework, SAP GUI (MSU), SQL Server
Operating System: Windows 7,
Role: Test Engineer

Description: Microsoft's VL programs allow customers to purchase and upgrade software licenses
at substantial discounts, provide more flexible payment options, ease license management and
software deployment, and are the only way to purchase many Microsoft products. The Laminar
Alpha (ECX 1.0/1.1&1.15) release to enable the E2E processes required to launch the
VLA in market (i.e. book revenue) and to support (through a combination of automated, semi-
automated, and manual processes) the essential elements of the Volume Licensing experience
required to sustain a production business launch.

The Licensing Operations Centre (LOC) will be a single portal for users in the Regional Operation
Centers (User Management- Create and Manage users) to perform tasks that facilitate Volume
Licensing (VL) transactions and support. Individuals in the ROCs perform a variety of activities
within the end to end VL ecosystem, from Pre-Sales support to Quote-to-Cash transactional
operations, and subsequently Post-Sales support of Partners, Customers and Internal Microsoft
stakeholders.

Responsibilities
❖ Understanding and analyzing Business Requirement Document (BRD), Functional Specification
Document (FSD)
❖ Involved in creation of Test Scenarios and Test cases for the User.
❖ Involved in Creation of unit test cases.
❖ Executing the test cases both manual and automated.
❖ Involved in Data Base testing using SQL queries.
❖ Reporting bugs using VSTF.
❖ Involved in functional testing of the VLIT Laminar Web Application.
❖ Involved in creation of Accounts (Legal, Customer and Partner) and Contacts from SAP GUI for
functional testing

Project Details (#3):

Microsoft Order Management

Client: Microsoft, India
Role: Production Support Analyst (Microsoft India, Hyderabad)
Organization: Infosys Limited, India
Team Size: 10

Details of project:-

Working as Line 2 Support Analyst for BGOS group of Microsoft
Corporation, and providing 24*7
Production support in SQL Server 2008 for LPO division of Microsoft which
provides support for
operational deployment and support for a variety of internal corporate
tools and external facing
localization tools throughout Microsoft. LPO (Licensing and pricing
operations) support teams

in India, Redmond, Dublin and East Asia, The objective of this project is
to support Incident,
change the release management in the production system and mission
critical Microsoft internal
application.

Order management: - Order management is a platform which is built on .Net
technology and
is used as main application for order processing of various products
manufactured and sold by
Microsoft which includes all operating systems, Microsoft Office, XBOX
etc. In this application the
orders are placed on the websites which flow through various channels of
security and validation.
These sub channels are also supported by us. We support this Order
management application
in 3 different environments, production, UAT (testing Environment) and
POB (Production on
boarding) . We are the actual owners or all the 3 environments.

Production Support Analyst: Microsoft Order Management
Platform/Application

Roles and Responsibilities
❖ Provide 24 * 7 production support for Microsoft Order management •
Updating the patches
released.
❖ DB administration which includes taking database backup, restoring,
health checking.
❖ Taking appropriate actions according to the alert from SQL servers and
web servers.
❖ Checking any connectivity issues. If so, escalating the case to
respective teams.
❖ Taking care of the Reporting Services issues.
❖ Updating monthly Taxware Data to all production/UAT/POB servers •
Taking care of production
databases and various jobs.
❖ Smoke test of the jobs
❖ Running the various database updates given by the SE team in all the 3
environments.

❖ Resolving web application issues.
❖ Coordinating with business team and implementing there requirements on database.
❖ Handling the stores and installing new DLL's and web application files like HTML, XML etc at
given locations in all 3 environments.
❖ Updating passwords when there is a password expiry.
❖ Giving real time support to customers, when they face any OM application related issues..
❖ DBA tasks for more than 30 databases
❖ Monitoring and administration of user access to web application.
❖ Administrative tasks like permissions; logins for various tools are websites too.
❖ Monitoring Database Growth.
❖ Creating Reports using SQL Scripts (Querying the database)

Activities involves the below ITIL process

❖ Incident Management:- Working on the level 2 incidents to make sure that the response times
to the users is minimized. Analyse, troubleshoot and provide the work around/resolution to the
incidents and resolve the issue within given SLA (Service Level Agreement)

❖ Change Management: - Working on the RFC's raised by the user. Following up with the user in
all the 11 stages with all the approvals of RFC's. Then, testing the change in Dev and acceptance.
Finally implementing the change in production.

❖ Problem Management: - Identifying the frequently failing problem with the prod jobs and
reporting and handling the issue as part error handling and correction task.

Computer Proficiency
Platforms: Win 9x, NT, XP, Vista (x64 & x86), Linux.
Languages: SQL, PL/SQL, Unix, SAP Systems; PMO; IBM Filenet
Applications: MS-Office
Database: MS-Access, working knowledge of SQL Server.

EDUCATION

Certificate in MSC CHEMISTRY

Acharya Nagarjuna University

MBA

Acharya Nagarjuna University - Pune, Maharashtra

Secondary School of Education