

**Ankur Agrawal**

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## **Professional Experience:**

### **Company – Algoworks (July 2022- Till date)**

#### **Responsibilities:**

- Worked as a L1 and L2 Senior Technical support engineer.
- To handle all P1 to P4 Incidents.
- To troubleshoot Incident while checking UI module and with help of checking logs.
- To Triage the Incident mainly from backend side – SQL -
- Understanding of APIs and REST calls.
- Active batch Monitoring.
- To change the Data using Citadel.
- Monitoring of Karaf Logs.
- Process the XML data into the server and check ledger processing.

**Tools - Active MQ, JIRA, Citadel**

**Monitoring Tool - Datadog,**

**Tech - SQL , Shell Scripting, Linux concepts.**

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## **Devops:**

#### **Responsibilities:**

- Troubleshoot and resolving issues related to application development, deployment, and operations.
- Created and implemented new devops pipelines.
- Reviewing all AWS accounts and environments to avoid additional costs.
- Production server setup using Terraform.

**Skills: AWS, Jenkins, Terraform, Docker**

**Tool used – Git, Bitbucket , Jira**

## **Company - Microsoft (Zen3Tech)**

### **Responsibilities:**

- Worked as a Problem and Change consultant in a project Microsoft Teams.
- To Monitor health checkup (Graph data) and reach out to respective teams.
- To do the root cause Analysis using KQL.
- Initiate Bridge call for P1 Incidents.
- Worked with Data source to troubleshoot APIs and connectivity.

### **Tech - Kusto Query Language**

### **Tools used - JIRA, Service now.**

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## **Company – Sapiens**

### **Project- Managed Services**

#### **Role- ITIL & ITSM**

- Worked in Sapiens as a Change and Problem consultant.
- SSL certificate generation and support.
- Perform deployments in Test and Prod.
- Handle troubleshooting tasks (Incidents, Service requests, Change requests) and Server Maintenance.
- Provide a Database support to the customer (MS SQL server).
- To troubleshoot Particular module of Application by checking log files or enabling trace.

**Tools used:** Power Admin, Whatssap Gold, Issue Tracker (Stingray), Service now., LINUX

### **Technical - SQL**

## **Company - Accenture (Jan 2016 - May 2019)**

**Project Name:**BHP

**Role:** Application Support consultant

**To support BHP Billiton applications, primarily as a L2 support.**

**The Major project functionalities include:**

- To Maintain all Business Applications (Web and Desktop Applications -above 300+ Applications)
- To take part in Proactive Problem and change Management with Vendor, Application team and different stakeholders.

### **Responsibilities:**

- To check the Services, Log Analysis, inside the server using RDP.
- Produce activities and workflow documentation for Change, Incident and Problem Management.
- To troubleshoot the problems with basic network connectivity, SQL Connectivity etc.
- User Incidents triaging and work on resolution.

**Investigate and provisioning thematic analysis on failed changes, unauthorized changes and changes resulting in major incidents**

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