

# ABIMANYU S

## PRODUCTION SUPPORT ANALYST



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### PROFILE SUMMARY

- Having 4.2 years of experience,I have worked in Production Support with Oracle 19C and linux Operating System.
- Worked in L1 and L2 support on 24/7 rotational shift with exetensive knowldege of ITIL Process.
- Experience with advanced sql programming in oracle 19c,Including analytical functions,Sub queries,joins and set operators.
- Participated in CAB meeting and utilized ServiceNow for effective workflow management.
- Proven ability in data fixes,health check and handover.
- Experience in job scheduling and mointoring an Autosys tool,ITRS Geneos.
- Knowing the read database object-like view and matreialized view.
- Experience in incident management,problem management and change management.
- Used unix commands such as sed,find,grep on a linux serever.

### Education

**BE Civil & Structural**  
Annamalai University  
Chidambaram  
2014 - 2018

### Work Experience

Pointel Technology&Solutions  
Production Support Analyst  
2020 – Present

### Roles&Responsibilties

- Taking and dropping handover during the shift in and shift out
- Skilled in utilizing ITRS Geneos and Dynatarce to efficiently oversee tasks and enhance performace.
- Utilizing Putty, SQL developer for server access and database management.
- We will assist users by fulfilling service requests, such as generating reports based on their tasks.
- Using WinSCP for file transferring from Windows to Linux and Linux to Windows.
- During weekends, participate in deployment activities and use the Jenkins tool to deploy code in the production environment
- Implementing and adhering to ITIL processes, ensuring smooth incident, problem, and change management procedures.
- Solving P3 & P4 issues by referring to Standard Operating Procedure (SOP) documents.
- Involved in P1 and P2 incidents, I participate in bridge calls with other teams to find workarounds for timely resolution of issues.
- Using Autosys, we effectively manage job scheduling and automation to ensure proper error handling and efficient execution.
- Proficiently utilize Oracle SQL, Unix, and shell scripting for various tasks and troubleshooting activities.
- Participate in Change Advisory Board (CAB) meetings on weekdays and ensure that UAT sign-off is completed.
- Utilized ServiceNow for incident tracking, change management, and maintaining a comprehensive knowledge base.
- Disaster Recovery ensures continuity of operations during unexpected events in production support

### Skills

- Oracle Database 19C
- SQL Server
- RedHat Linux 7.6
- Servicenow
- ITRS Geneos
- Autosys
- Putty tool
- Winscp
- Jenkins
- ITIL Process
- SLA Management
- Problem Management
- Incident Management
- Change Management
- Report Generation

### PROJECT

Project Name : investment Banking

Domain : Banking Client : Metrobank