

# HAJIRA.A

## Production Support Analyst

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### PROFESSIONAL SUMMARY

- I bring 4.9 years' experience in production support as a software professional analyst with strong technical knowledge of Oracle 12C, SQL, and UNIX.
- Solid understanding of ITIL (Information Technology Infrastructure Library) services operations
- Adequate Knowledge of Financial Services and Banking.
- Capacity to function in a highly dynamic, results-driven workplace.
- Have excellent analytical and problem-solving abilities.
- Authoring SQL query authoring experience that includes monitoring batch status, utilization, and blockings in databases.
- Strong background in incident, problem, and change management.
- Prior management of several Unix/Linux platforms.
- Offering our client worldwide UNIX support around-the-clock.
- Excellent communication, managerial, interpersonal, and analytical abilities.
- In order to prevent negative effects on company, tickets were raised for unforeseen delays and problems in the incident and problem management system.

### WORK EXPERIENCE

**Company Name.** : I Ways Analytics and IT Solutions  
**Period** : July 2019-June 2024  
**Designation** : Production Support Analyst(L1&L2)  
**Domain** : Investment Banking, Health care  
**Technology** : Advance Oracle SQL, Linux/Unix  
**Tools** : ITIL , Autosys, ITRS Genous , Grafana, Jira.

### Project Experience

#### PROJECT 2:

**Client** : DSK Bank  
**Period** : 2021Feb-2024June  
**Domain** : Investment Banking  
**Designation** : Production Support Analyst(L2)  
**Technology** : Advance Oracle SQL, Linux/Unix

### ROLES AND RESPONSIBILITIES:

- Setup monitoring of various application and their infrastructure using ITRS Geneos.
- Supporting installation, setup and provide support to various applications.
- Experience in Monitoring GCP servers and Tomcat servers.
- Good knowledge in monitoring the GCP servers, downloading logs and bouncing them as per requirements.
- Strong knowledge in resolving an issue by raising Jira and assigning them to a developer and resolving them.
- Management of Outages on the complete IT Infrastructure of the client. This involved identifying the root cause and identifying the clients impacted and sending out appropriate notifications for providing the status of Business Impacted.
- Keep a track on reoccurring issues and analyze them and report them to SME/ Developer for permanent fix.
- Working on Incident, Problem and Change Management.
- Processed and resolved the customer service request using the Service-now ticketing tool and dealt with incidents, problems and other services.
- Monitoring alerts using Support tool
- Prepare and maintain Knowledge Articles for repetitive tasks.
- Implementing Emergency code releases for critical process changes

- Undertaking resource planning and mobilization/job rotation, resource training and optimization.
- Analyzing RCA and providing status update on Business Critical applications.
- Script releases for permanent fixes on weekly basis and implementing Emergency code releases for critical process changes
- Resolved database tasks with Oracle SQL Developer tool for queries based on upstream/downstream user request.
- Supporting the user queries
- Support weekend and holiday batches to ensure system stability.

## **PROJECT 1:**

**Project period : 2019july - 2021jan**

**Domain : Health care**

**Client : Eastwood health care**

## **Key Responsibilities:**

- Working on Incident, Problem Management and Change Management
- For optimizing the business performance, periodically Health checks are done to ensure that there is no lags in business transactions
- Fixing the bugs/issues to ensure correct data loading into DB2, Sybase tables
- Information about the upstream/downstream users has been published according to the report requested.
- Monitoring the job status in daily basis in tools and also by checking the mails often
- Analyzing and troubleshooting the Job failures using UNIX log files, scripts and SQL Queries
- Strong knowledge on ticketing tools like Service Now
- By using Putty configuration tool, connected and logged in multiple UNIX servers
- Monitoring and reporting of jobs using Autosys tool
- Monitored the status of the server and creation of alert using ITRS Geneos tool
- Transferred files from one server to another server using Win SCP Tool.

## **EDUCATION**

**B.com(2016 to 2019)**

Mahalashmi Arts and Science College

## **TECHNICAL SKILLS**

- Operating system - Windows Family and Linux.
- Database- Oracle 11g, SQL Server, PostgreSQL.
- Language - SQL, PL/SQL, UNIX commands, Shell Scripting.
- Tool – Service now, Autosys and Jira

## **DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge and belief.