

# AJAIE. R

## PRODUCTION SUPPORT ANALYST

Experienced production support professional with 3.10 years of expertise in Linux and Oracle SQL. Proficient in L1 and L2 support on a rotational shift, with in-depth knowledge of ITIL processes. Skilled in advanced SQL programming in Oracle 19C and adept at Linux commands. And also familiar with ITIL processes and involved in incident, problem management, and change management.

## WORK EXPERIENCE

**Iways Analytics & IT solutions, Chennai.**

**Production support analyst**

OCT 2020 – Present

- Implements and adhere to ITIL processes, ensuring smooth Incident, Problem and Change Management procedures.
- Handled User related requests and generated reports for the requests using SQL queries Managed job scheduling and automation using Autosys, ensuring efficient execution and error handling.
- Putty Configuration tool, connected and logged in multiple UNIX servers.
- Having experience involving P1 and p2 level of incidents and involving in bridge call to provided Workaround of the issues.
- Transferred files using WinSCP from windows machine to Linux servers and used SCP.
- Command to Transferred files from Linux server to another Monitored alerts for various alerts through ITRS Geneos tool.
- Conducted Regular Health Checks before Business hours.
- Participated in deployment activities using Jenkins tool to deploy the code in production environment during weekends.
- Referring to SOP Documents for Resolution of P3 and P4 level issues efficiently.
- SSH is used for secure remote and communication over unsecured networks
- Participated in CAB meeting during Weekdays and ensuring UAT signoff

## EDUCATION

Rajiv Gandhi college of engineering and Technology, Puducherry. —  
Bachelor of Technology in Mechanical Engineering, (CGPA – 6.70/10)-  
Sept 2020.

## CONTACT

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## PROJECT

**Domain: Investment Banking**

**Client : Global Banking**

**Corporation, UAE.**

## TECHNICAL SKILLS

- Oracle 19C SQL
- Linux
- Shell scripting
- Microsoft Outlook
- Microsoft office: Word, Excel, Power point.

## TOOLS

- ServiceNow
- Putty
- Autosys
- ITRS Geneos
- Git Hub
- Jenkins
- Dynatrace
- WinScp
- Splunk

## LANGUAGES

- English
- Tamil