ANBARASAN B

Production Support Analyst

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OBJECTIVE

I am seeking a position in a dynamic organization with a simulating environment that could utilize my technical skills and expertise to meet the global challenges ahead to the best of my ability and confidence.

PROFESSIONAL SUMMARY

- Having 4.5 years of experience in Production Support with good knowledge in Oracle SQL and UNIX platform at Investment Banking.
- Experienced in different phrases of ITIL concepts like Incident and Problem Management handling.
- Using AutoSys tool to monitoring, reporting and scheduling the jobs in background.
- Experience in writing Unix commands like awk, grep, sed, vi editor, find, df, du, top, head, tail, ps -ef etc
- Having Knowledge in Shell Scripting and Executed to generate report.
- Experience in writing SQL queries such as joins, set operators, sub queries, functions and DML statements for manipulating the reports.
- Handling L1 as well as L2 level support remotely for production support and to ensure the required business needs 24/7 within the given SLA's.
- Prioritized all the incidents using service now tool and closed issues on SLA timing.

PROFESSIONAL EXPERIENCE

BIZDATA360 Software Pvt Ltd   Feb 2023 – Jul 2023
Associate Engineer - Product Support   Bangalore

RECORDIUM APPS   Sep 2020 – Feb 2023
Production Support Analyst   Chennai

In-Solutions Global Limited   Mar 2019 – Aug 2020
Support Analyst   Chennai

PROJECTS

Investment Banking

CLIENT   : DBS BANK (Singapore)
TECHNOLOGY : Oracle 19C
ROLE   : Support Engineer

TECHNICAL SKILLS

- Technical Skills   : SQL, UNIX, BASH SHELL SCRIPTING,CI/CD

- Database   : Oracle 19C

- Tools   : SQL Developer Tools, ServiceNow, Autosys, Putty, ITRS Geneos,Jenkins,GIT

- Operating system   : RedHat Linux 7.6

ROLES AND RESPONSIBILITIES

Project 1 (DBS Bank 4 Years)
- Crafted SQL queries to get reports from the database in response to user inquiries. At the request of my user, I personally prepared the report.
- performed a health check during business hours to avoid inadvertent errors.
- Proficient in diagnosing and resolving **P1, P2, P3** & **P4** incidents promptly to minimize downtime and mitigate business impact.
- Developed and maintained documentation, including Standard Operating Procedures (**SOPs**), for production support processes.
- **Jenkins** to automate deployment processes, enhancing efficiency and reducing manual effort.
- UNIX shell scripts and worked on Modify to automate and standardize the load process during nightly cycles.
- Utilizing **ServiceNow technology**, we generate and close incident tickets.
- Monitoring and scheduling the jobs to handle more than 250 jobs in the **AutoSys** tool We are using the **ITRS Geneos** tool to monitor client applications and server status.
- Setting priority for user issues and resolving them as per the given **SLA**.
- Maintain a close relationship with users to understand their needs and to learn about the importance and urgency of the concerns.

Project 2 (DHL 0.5 month)
- Built Data source, Data target and Integration bridge for project implementation.
- L1 Support in Monitoring Dashboards and perform regular health checks for production and sandbox services.
- Configuring **API** in eZintegrations and extracting,transforming and loading data for Business Analytics.
- Performing end-to-end API testing using the **POSTMAN** tool.
- L2 Support by involving in bug fixes through analyzation of error logs.
- Handles Oracle DB and Azure Cosmos DB for Data Validation.
- Hands-on-experience in Google Big Query Environment.

EDUCATION

Bachelor of Technology   Jul 2012 – May 2016
M.A.M College of Engineering and Technology, Anna University   Trichy

LANGUAGES

- English
- Tamil

EXTRA-CURRICULAR ACTIVITIES

- Participated in the Regional Youth Football Championship.
- Participated in National Tamilnadu U21 Team.

INTERESTS

Football, Sports and Movie

DECLARATION

I hereby declare that all the information given above is true and correct to the best of my knowledge

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