Ankita Sinha
Sr. Production Support Engineer
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Career Objective:

Intend to build a career in a leading cooperative with committed &dedicated people that will help me in exploring myself fully and embark my potential. Further with goals to contribute my technical expertise to work as key player in a challenging and creative environment.

Profile Summary:

7+ years of IT experience in Production Support, Server monitoring, ITIL, Dynatrace, Workday HCM, Splunk, RPDM, Incident Management and Analyst with extensive background in operations and support.

Technical Skill Set:

- **Cloud Technologies:** Microsoft azure, Peoplesoft HRMS, Workday HCM
- **Monitoring Tools**: Dynatrace, Moogsoft, HPOM, Splunk, SolarWinds
- **Automation Tool:** Playbook Automation, RPDM, RPI
- **Ticketing Tools:** Service Now, Oracle CRM, Jira

Work Experience: 7 years 4 Month

1. **Assurecare HealthTech LLP [March 2021 to Present]**
   Senior Production Support Engineer
   - Dynatrace monitoring tool support
   - Monitoring tool integration and confirguration
   - Alert handling
   - Troubleshooting
   - Service Now(ITIL)
   - Queue and Stack monitoring
   - Incident Management
   - Knowledge base Articles
   - Reports generation
   - 24*7 support

2.Publicis sapient, Noida [Aug 2019 to March 2021]
(Associate Level 2)

- Good interpersonal skills that include the ability to communicate effectively with all levels of staff
- Remote login to Virtual Machines to troubleshoot, monitor the server health
- Monitor Azure infrastructure and data ware services and managing the servers with Start/ Stop services activity
- In-depth knowledge of ITIL, Servicenow
- Hands-on experience in Production/Application Support
- Dynatrace, Splunk, RPDM, RPI
- JIRA
- Incident Management
- Analyzing the Production issues and fixing it.
- Created multiple confluence page to support the operations and to maintain the process flow
- Worked as SME (subject matter Expert)

3.Metlife, Jaipur [Dec 2018 to May 2019]
(Senior peoplesoft tester)

- SAP Successfactor HRMS, Talent acquisition, Performance management
- To create and close the CRM cases based on Business requirement using Oracle CRM
- To lead a team of 14 members and assign their task
- To manage interface to meet the business requirements for functionality and performance.
- To perform as SME to maintain the flow of the process
- To Monitor and manage the deployed process.
- Error handling

4. HCL Technologies, Noida [July 2016 to Dec 2018]
   (Senior Associate (Production Support))

- Server monitoring, Production support, Application Health checkup.
- Worked as lead to improve the process with daily communication with client
- Wily Monitoring Tool
- Incident Management
- To create and close the incident based on application issues using service now.
- Analyzing the Production issues and fixing it.
- Impact analysis of new deployments on existing production system
- To guide and provide functional training to the new joiners of the team.
- Created Knowledge Base Articles
- Lotus Notes
- Proactive Calls(Major incident management)
- Network Support, SQL Batch jobs support
- Zena monitoring
- Application Health Reports
- Worked on Production Change on any server/ Application (CTASK)

Academic Qualification:

- Bachelor of Technologies(B.Tech) from Rajasthan Technical University(RTU) 2016
- 12th from CBSE, 2012

Awards & Appreciations:

- Rising Star Award
- Performance Excellence Award.
- On the Spot Award.

STRENGTH:

- Comprehensive problem-solving capabilities
- Willing to take responsibilities and work towards achieving the goals of the project and Organization
- Team contributor and facilitator
- Quick Learner, Positive attitude.