## Ankur Agrawal

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# Professional Experience:

## Company – Algoworks (July 2022- Till date)

### Responsibilities:

* Worked as a L1 and L2 Senior Technical support engineer.
* To handle all P1 to P4 Incidents.
* To troubleshoot Incident while checking UI module and with help of checking logs.
* To Triage the Incident mainly from backend side – SQL -
* Understanding of APIs and REST calls.
* Active batch Monitoring.
* To change the Data using Citadel.
* Monitoring of Karaf Logs.
* Process the XML data into the server and check ledger processing.

**Tools - Active MQ, JIRA, Citadel Monitoring Tool - Datadog,**

**Tech - SQL , Shell Scripting, Linux concepts.**

# Devops:

### Responsibilities:

* + Troubleshoot and resolving issues related to application development, deployment,and operations.
  + Created and implemented new devops pipelines.
  + Reviewing all AWS accounts and environments to avoid additional costs.
  + Production server setup using Terraform.

**Skills: AWS, Jenkins, Terraform, Docker Tool used – Git, Bitbucket , Jira**

**Company - Microsoft (Zen3Tech)**

### Responsibilities:

* Worked as a Problem and Change consultant in a project Microsoft Teams.
* To Monitor health checkup (Graph data) and reach out to respective teams.
* To do the root cause Analysis using KQL.
* Initiate Bridge call for P1 Incidents.
* Worked with Data source to troubleshoot APIs and connectivity.

### Tech. - Kusto Query Language

**Tools used - JIRA, Service now.**

## Company – Sapiens

#### Project- Managed Services Role- ITIL & ITSM

* Worked in Sapiens as a Change and Problem consultant.
* SSL certificate generation and support.
* Perform deployments in Test and Prod.
* Handle troubleshooting tasks (Incidents, Service requests, Change requests) and Server Maintenance.
* Provide a Database support to the customer (MS SQL server).
* To troubleshoot Particular module of Application by checking log files or enabling
* trace.

**Tools used**: Power Admin, Whatssap Gold, Issue Tracker (Stingray), Service now., LINUX

**Technical - SQL**

## Company - Accenture (Jan 2016 - May 2019)

**Project Name:BHP**

**Role: Application Support consultant**

#### To support BHP Billiton applications, primarily as a L2 support.

**The Major project functionalities include:**

* To Maintain all Business Applications (Web and Desktop Applications -above 300+ Applications)
* To take part in Proactive Problem and change Management with Vendor, Application teamand different stakeholders.

**Responsibilities:**

* To check the Services, Log Analysis, inside the server using RDP.
* Produce activities and workflow documentation for Change, Incident and Problem Management.
* To troubleshoot the problems with basic network connectivity, SQL Connectivity etc.
* User Incidents triaging and work on resolution.

### Investigate and provisioning thematic analysis on failed changes,unauthorized changes and changes resulting in major incidents

