

OBJECTIVE

To contribute for the success and for the growth of organization with innovative skills and knowledge with my full presence.

EXPERIENCE

Working as Associate Software Engineer June 2022 - Present
Prodapt Solutions, Chennai

- Effectively communicated with various stakeholders, meeting SLA and KPI targets set by Vendor Management. Ensured customer satisfaction.
- Proficiently analysing, debugging, and resolving defects in the production.
- Manage deployments in production and pre-production environments, guaranteeing error-free application deployment.
- Utilize Remedy for defect tracking, release management, and issue resolution.
- Led incident response efforts, coordinating with cross-functional teams to address and resolve critical issues, maintaining service availability.
- Managed Linux-based systems, performing system configurations, updates, and troubleshooting to maintain robust and secure infrastructures.
- Consistently managed all nodes within a hub environment, ensuring operational integrity and conducting password resets for all users every 60 days.
- Developed the Enhancements and provided the workarounds and permanent solutions for production bugs.
- Ensured uninterrupted system performance by maintaining a 24/7 presence, minimizing any potential impact.
- Provided troubleshooting, maintenance, and optimization assistance for databases, ensuring seamless operations, resolving issues, and offering guidance on best practices to clients and internal teams.
- Supported and maintained VMware environments, ensuring smooth operation and resolving technical issues as a support engineer.
- Practical experience with ITIL methodologies, actively engaging in Change Management to coordinate with HUB changes and in Problem Management to provide real-time Root Cause Analysis (RCA) for major issues

EDUCATION

Bachelor of Science in Computer Technology 2019 – 2022
Kongu Arts and Science College, Erode 8.6/10 CGPA

TECHNICAL SKILLS

- Linux
- SQL
- OEM
- Ansible
- Docker
- Terraform
- AWS
- ETL
- MFT (Managed File Transfer)
- ITIL

CERTIFICATION

- Docker Associate from Edureka
- Ansible Advanced - Hands-On - DevOps – Certification of Completion
- ITIL Version4 Training
- AWS essentials- Certification of Completion from Udemy