**Experience Summary:**

* 5 years of professional experience in providing Efficient and reliable technical support for **UNIX and WINDOWS** based diversified business platforms.
* Certified by the Wipro Talent Acquisition Team in **Networking and Server Admin** and **ITIL** processes.
* Undertaking **Professional Trainings** the past 1.5 years through Online Coaching platforms.
* Mentored new team members providing adequate **documentation and support** on routine business processes.
* Strong **analytical**, trouble shooting and problem solving skills.
* Adaptable and able to **quickly learn** new processes and/or technologies.
* Manage incident management **bridge calls** with support teams, on-call support application teams and management
* Strong working knowledge of tools such as HP Service Manager, **BMC Remedy**, **ISM** and collaboration tools such as Sharepoint
* Create user accounts and manage access control of desktop and network applications.
* Diagnose and resolve technical **hardware and software issues** related to graphics cards, memory, processors and general configuration management.
* Experience in **Essbase, Actuate** and **Recon plus** data reporting tools.

**Employment Experience:**

# Project Engineer

**WIPRO Technologies Ltd** (Sep 2012 to Jan 2017)

Math Teacher

**PEL Learning, Inc.**

San Leandro (Dec 2017 to 2019)

**Work Authorization:**

**H4 EAD**

**Accomplishments:**

* Received the **Best SLA Compliant** resource Award for a 100% SLA Adherence at the State Street delivery unit.
* Received an Appreciation for the ***Best Automation*** (Platform availability and health check) from State Street management for innovative and productive thinking.

**Technical Expertise:**

|  |  |
| --- | --- |
| Programming Languages | Unix Shell Scripting, PL/SQL, XML/HTML, Java script, SQL, C, C++, Basic Java |
| Databases | Oracle (11g), SQL Server 2012 |
| Tools | Putty, BMC Remedy, Integrated Service Management (ISM), Autosys, Actuate, Essbase, Recon Plus, Lotus Notes, JAWS, Edit Plus, Data stage, Informatica, Tool for Oracle Applications Developer (TOAD), Oracle SQL Developer, Autosys job scheduler, SharePoint. |
| Platforms | UNIX, Windows |

# Qualification:

|  |  |  |
| --- | --- | --- |
| Degree and Date | Institute | Specialization |
| Bachelor of Engineering – 2011 | Anna University, Chennai | Electronics and Communication |

**Experience Summary:**

*The details of the various assignments that I have handled are listed here, in chronological order.*

**PROJECT #1: STATE STREET - Boston, MA - Dec-14 to Jan-17**

***Role: Production Support L3***

Responsibilities

* Involved in development and extractions of weekly, monthly and quarterly Reports using **Actuate tool** for periodic Application Monitoring and Health Checks.
* Performed requirements Analysis, design and built packages for enhancements and peer reviewed enhancements/incident fixes.
* Used **HTML and JavaScript** when developing page navigation, form validation, time and date stamps.
* Involved in full accountability for the testing and acceptance of all change into production environment, including documentation reviews and operations manual production
* Created Incident Analysis Reports and Enhancement Request Forms for issues resulting in Defects and Enhancements to be brought to Change Management.
* Adhered to Problem, Incident and Event Management Process principles and ensure appropriate resolution of all Incidents assigned within the **agreed SLA**.
* Worked with appropriate teams to Review/Create/Update/Catalog **Standard Operating Procedure** (SOP) including Availability, Event, Schedule, Service Request, and Known Error and provided training and mentored new project team members.

**PROJECT #2: STATE STREET - Boston, MA - Aug-13 to Dec-14**

***Role: Production Support L2***

Responsibilities

* Primary responsibility was to provide SharePoint platform support and preventative maintenance – to include proactive monitoring, system checks and scheduled maintenance activities.
* Monitored **SQL Server** Error Logs, event viewer and Disk space growth.
* Developed SQL & PL/SQL Packages, Procedures. Perform Data correction of sensitive data in production environment using SQL, by raising Fire-call ID. Acted as first point of contact and escalation for SQL level 1 alerts.
* Involved in incident reduction initiatives; actively provide solutions to potential automations and other ways for tickets reduction.
* Involved in Perfective and Corrective maintenance, cutover activities and DR activities coordinating with multiple teams as part of **AMS support.**
* Prepared **Support plan documents** including Daily Dashboards, Weekly Reports, organized them in **SharePoint** and prepared Application team contact list.
* Created new **Incident Monitoring schedule** by appending new queries inside scripts that run on an hourly/daily/weekly basis and help quickly identify data issues for proactive maintenance.

**PROJECT #3: STATE STREET - Boston, MA. Sep -12 to Aug-13**

***Role: Application maintenance Support (AMS)/ Production Support L1***

Responsibilities

* Primary responsibility was to handle production incidents (system or database or network) based on **Known Error Database** (KEDB)/SOP.
* Monitored application batch jobs through **JAWS** and service availability alerts.
* Analyzed critical Incidents researching UNIX log files and provided workarounds.
* Created reusable Incident resolution documents for the project team that reduced incident turnaround time.
* Worked with L3 App Support to update all **SOPs, KEDBs and System Maintenance Technical Documents** (SMTDs) due to perfective maintenance, new development code, or other technical environment changes.
* Handled incidents related to application setups, configurations, batch job failures, business data updates and complex how-to and navigational calls.
* Ensured all the incidents, problem and service requests are resolved within the agreed SLA. ‘