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| Summary | | | | | |
|  | * Software engineer with technical support experience that involves requirement analysis, design, develop, test, implement/deploy and support. * Responsible for project specific development, testing and deployment using SQL/PL-SQL, JAVA, J2EE Technologies, HTML and XML, Linux, MySQL. Coding, troubleshooting and testing skills in JAVA, JavaScript, HTML, DHTML, XML, CSS, Oracle. * Excellent Troubleshooting skills. * Expertise in Production Log Analysis. * Self-motivated, ability to adapt, view problems from outside perspective * 3+ years of production support experience * Excellent ability to troubleshoot any issues related to build, deployment, and production support. * Team player with excellent communication and interpersonal skills | | | | |
| technical skills | | | | | |
|  | * Proficient in Java/J2EE, C, C++, Python, Shell Scripting, HTML, CSS, Java Script, XML, JSON * Familiar with: Spring MVC, Hibernate, REST API, Maven, ANT, Maven, Jenkins, Hudson, Ansible, Docker, GIT * Databases: Oracle, MySQL, SQL Server, SQL, PL-SQL * Platforms: Windows 10, Linux, Centos, Ubuntu * Cloud Computing: AWS – S3, EC2, EMR | | | | |
| Experience | | | | | |
|  | | | Technical Support Engineer II | Jan 2020 – till date | |
|  | | | INTERTRUST TECHNOLOGIES CORPORATION, Sunnyvale, CA   * AWS – EC2, S3, EMR, RedShift, SQL Workbench/J, Linux, JavaScript, HTML, PHP, JIRA, JAVA * Production Support Engineer with a Cross functional role supporting internal engineering, core, certification, SDK, Big Data team and product teams * Technical Support for tickets coming in from customers * Troubleshoot production level profiling logs on servers running on Amazon Cloud. * Reproducing, filing, and verifying bugs using JIRA. Write clear user cases for product related feature enhancement reports, in JIRA. * Analyzing reports, fix reporting discrepancies. * Generate Ad-hoc reports in MySQL, and Redshift databases. * Troubleshoot reporting API issues * Communicate and work with external customers and 3rd party vendors * Communicate technical information to internal teams, customers, in person and over conference calls. | | |
|  | | | **Production Support Engineer** | Sep 2018– Dec 2019 | |
|  | | | DEVOPULSE, Dublin, CA   * Oracle 9i/ Apache Tomcat/JAVA/JSP/JavaScript/HTML/XML/SQL/PL-SQL/Windows XP/Windows 2000, AWS, Ansible, Chef * Worked extensively in support team and also in deployment. * Created AWS instances using the image of the instance. Deploying applications. Also created AWS clusters using Ansible and chef * Created virtual servers in Amazon EC2 also configured security and networking, involved in test plans, implementation procedures and documentation. * Create SQL reports. * Troubleshoot application errors, work with engineering team for bug fixes | | |
|  | | **Systems Engineer** | | | Aug 2017 – July 2018 |
|  | | | SEAGATETECHNOLOGY, Fremont, CA   * Developed Web based applications using .Net, JSP, AJAX, HTML and CSS. * Enhanced the functionality of existing Web based tools and cater business requirement. * Converted old builds using MAKE to ANT and XML for doing Java build * Selenium test cases and web drive, je units testing * Designed and implemented Continuous Integration process using tools like Hudson. * SQL developer and MySQL, shell script, hands on experience on ansible playbooks. | | |
| EDUCATION | | | | | |
|  | | | * MS Computer Science Northwestern Polytechnic University, Fremont, CA | | |
|  | | | * BBA Madurai Kamaraj University, India | | |