**Yogendra Ganesh Panchadarla**

Software Engineer **Mobile:** +91-9396262286

**Mail ID:** yogendraganeshp@gmail.com

**Career Objective:**

Obtaining a position to utilize my skills and abilities in the Technical Industry that offers professional growth while being resourceful, innovative and flexible, want to work in the environment where I can give my best and get the best.

**Technical Summary:**

* Over 2 + Years of Information Technology experience in the field of Software Maintenance and Support.
* Support level knowledge in the Splunk enterprise Tool.
* Expertise in supporting, maintaining and trouble-shooting Incident management and Problem management.
* Managing Incident management, Problem management and Change management for overall Legal Area
* Managing and executing production deployment activities, guide my team in sequencing the tasks right from the inception of the project.
* Worked in a global team that support, monitor and enhance rapidly evolving Banking and Financial services globally.
* Knowledge of Testing Life Cycle, Software Life Cycle.
* Handling Testing Strategy and Test Plan.
* Knowledge in Exploratory, Black box, System, Integration, Regression, User acceptance testing.
* Strong problem-solving capabilities and analytical skills, with the ability to handle multiple tasks concurrently.

**Technical Skills Set:**

|  |  |
| --- | --- |
| Operating system | Windows, Unix |
| Technologies/Languages | Manual Testing, Oracle SQL |
| Tools Used | Splunk, App-dynamics, Putty, SQL Developer, Control-M, Service Now, Geneos, DB-RIB. |

**Project in HCL:**

|  |  |
| --- | --- |
| Project | **CIO-CAO** |
| Duration | May 2017 to Till date |
| Role | Production support level 2 engineer |
| Team Size | 10 |

**Project Description:**

Chief Information Administration – Chief Administrative Office (CIA-CIO) is cluster that manages all the Legal, Comms applications. Most of the applications within this cluster are used to process the legal documents that are confidential and critical to

Bank. Comms applications are used by Higher Management to communicate all the areas of Bank. The major role of CAO-CIO is to support the Audit requirements within the bank.

**Roles & Responsibilities:**

* Analyzing and resolving production issues on a daily basis and supporting CRM users of Legal.
* Performing production releases and handling ad-hoc business user's requests. - Involved in Client discussion, CAB Meetings and suggesting RFCs to development team.
* Resolving various issues coming through a Problem Management Software called DB Unity and updating business users as and when required.

**Success Stories:**

* Created multiple Know error database (KEDBS) for future reference.
* Created Dashboards, Alerts in the Splunk for the Critical jobs for Critical applications, that completely reduced the manual intervention in the monitoring for the whole day. Earlier to this a resource is dedicated to monitor for the whole day.
* Created templates in the Service now for the Service requests. That minimised the effort while raising the Service request for the internal activity.
* Created the templates in the DB-RIB (Internal Tool) that delivers the list of INC & RITM & PROBLEM details in an Excel file to the higher management.

**Academic Year:**

|  |  |  |  |
| --- | --- | --- | --- |
| Qualification | Institute/University | Year of Passing | % |
| B. Tech | Avanthi Engineering College /JNTU-K | 2016 | 65 |
| Intermediate | Board of Intermediate | 2012 | 78.3 |
| SSC | Board of Secondary Education | 2010 | 76.3 |

**Personal Details:**

Name : Yogendra Ganesh P

Father’s Name : Venkata Rao P

Date of Birth : 23rd /June/1995

Material Status : Single

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place:**

Signature

**Date:** / /2019 ( Yogendra Ganesh P)