

# Dibyanjan Jena

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## Objective

- ❖ Having 3.3 years of experience in Production/Application Support and Maintenance using the skills Unix, Shell Scripting, Oracle etc. Experience consists of understanding the requirements and the changes in applications and implementing them as per the business needs.

## Technical Skills

- ❖ Having around 3.3 years of IT experience as a Software Engineer in Database development, L2 support using SQL
- ❖ B.Tech in Mechanical , BPUT ,ODISHA
- ❖ Technical Knowledge – UNIX, SQL, PL/SQL, ANALYSIS, DESIGN, UNIT TESTING, PRODUCTION DEPLOYMENT and SUPPORT, WINDOWS SUPPORT KNOWLEDGE, SHELL SCRIPTING, Linux, UNIX, Data warehousing concepts.

## Technical Summary

- ❖ Having good experience in Telecom domain and Data Warehousing.
- ❖ Technically efficient in Unix Command and Sql Queries..
- ❖ Good Experience in Ticketing Tool i.e Jira
- ❖ Good Experience on Linux Server and Windows Server.
- ❖ Good Knowledge on Application and Process Monitoring.
- ❖ Good Knowledge on Application Monitoring Tool i.e Nagios.
- ❖ Good Knowledge on Job Scheduling Tool i.e Control M.
- ❖ Escalating incident to other team as well as onsite team whenever required.
- ❖ Informed to business user incase scheduled job failed or in case of service outage.
- ❖ Performing weekend health check up to run the support process smoothly.
- ❖ Attending weekly bridge call to convince client manager regarding current occurring issue.
- ❖ Updating the run book when reoccurrence of issue happened

## Education

- ❖ **B.tech (Mechanical)**  
**Biju Patnaik University of Technology, Odisha**

## Professional Experience

- ❖ Production Support Engineer Software Engineer, ACRO BUSINESS SOLUTIONS PVT LTD.  
Bangalore
- ❖ 2020 Sept to till date.

## Technical Skills

- ❖ Language : SQL
- ❖ Data base : Oracle 11g
- ❖ Operating System : Windows 2008/2012/2016/2019 R2, UNIX, LINUX
- ❖ Ticketing Tools : BMC Remedy
- ❖ Monitoring Tools : Nagios
- ❖ Connectivity Tools : Putty
- ❖ Scheduling Tools : Control M
- ❖ Other Tools : Winscp, File Admin

## Personal Skills

- ❖ Positive Attitude
- ❖ High Potential
- ❖ Hard Working
- ❖ Sincere
- ❖ Dedication towards Organization

## Project #1

- ❖ Title : NetOpsAutomics
- ❖ Client Name : Freenet AG, German
- ❖ Team Size : 8
- ❖ Database : Oracle 10g/11g
- ❖ Duration : May'2021 to till date

## Description

- ❖ It deals with lending services in telecom application. It is one of the main services in the telecom. The telecom oss is providing lending services to customers in various categories such as personal data, Customer data, BSS data, CRM data , top up loans etc. It is having 1000+ databases installed in LINUX/Solaris/AIX O.S.

## Roles And Responsibilities

- ❖ Responsible for day to day activities like tracking customer issues and resolve them as per SLA.
- ❖ Analysis the issue and execute SQL and UNIX command as per the requirement.
- ❖ Performing daily tasks concerned to Files Transfer
- ❖ Updating database as per the Business requirements.
- ❖ Monitoring jobs in schedulers in different servers for different applications.
- ❖ Monitoring the batch run through Control M and co-ordinate with Control M team to find out the cause of batch run fail and start again.
- ❖ Analysing the cause of production failure and take remedial action..
- ❖ Escalating the issues to the development and higher level support teams for further assistance if needed.
- ❖ As a L2 engineer daily sending server health check report to IT head.
- ❖ Monitoring applications on Nagios monitoring tool.

- ❖ Frequently involving in Creating and Resolving the Incidents and Work orders
- ❖ Check the Log files and release the space if the dumps is running out of memory space.
- ❖ Creating the Change requests and Coordinating with Change coordinator to perform some Change tasks activities regarding Change implementation.
- ❖ Preparing Daily reports by using BMC Remedy tool and providing information regarding Open tickets, Aging tickets, Non-Aging tickets to the client.
- ❖ Involved in Monthly Maintenance Activities of Windows and Linux Production servers, Stopping and starting all the schedulers at monthly once.
- ❖ Involve in bridge calls depending upon criticality of issues.
- ❖ Have done Monitoring setup as per the business requirements, to get alert emails.
- ❖ Have coordinated with Development team for Deployment, Release and Upgrade for Validation of our Application.
- ❖ Involved in Daily Stand-up Call with Lead and Manager.
- ❖ Providing Knowledge Transfer to newly on boarded Team Members.

## Project #2

- ❖ Project Name : JDA Demand & Fulfilment
- ❖ Clients :RS Components,United Kingdom
- ❖ Organisation :BlueYonder Software,Bengalore,INDIA
- ❖ Team Size : 8
- ❖ Environment : Oracle 11g, SQL \* Plus, TOAD, SQL\*Loader, SQL Developer, Windows, UNIX
- ❖ Azure Role : L1 Support Engineer
- ❖ Ticketing Tools : Salesforce, BMC Remedy, ServiceNow
- ❖ Duration : Sep'2020 to April'2021

## Description

- ❖ JDA Software groups, Inc. Designs and develops end to end integrated supply chain and retail management software solutions. JDA providing supply chain management, manufacturing planning, retail planning, store operations and collaborative category management.

## Roles And Responsibilities

- ❖ Product/Application support and customer support.
- ❖ Troubleshooting/fixing/Analysing SQL, PLSQL.
- ❖ Connecting with the customer through Phone/Mail/Chat to fix the issues technically under SLA.
- ❖ Co-ordinating with the internal team such as Network/DBA/Control-M/ to fulfil the customer requirement.
- ❖ Fixing data issues, Application related issues such as services down, server down.
- ❖ Resolving URL (SSO enabled/F5), Application services related issues.
- ❖ Disk utilization, Memory utilization, CPU utilization related issues in both UNIX and windows.
- ❖ Maintaining the customer's SLA by providing immediate fixes.
- ❖ Monitoring batches which are running from scheduling tools such as Control-M Task scheduler, Crontab and Schedule Manager.
- ❖ Recovery of failed jobs and analyse the issues.

- ❖ Applying patching, debugging long running jobs.
- ❖ Creating users accounts in applications as requesting by customer.
- ❖ Loading batch in test environment as requesting by customer.

## Personal Profile

- ❖ Name : Dibyaranjan Jena
- ❖ DOB : 12 May 1999
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- ❖ Contact : 9777906907
- ❖ Languages : English, Hindi and Odia

## Declaration

- ❖ I hereby declare that all the information's stated above are true to the best of my knowledge