Narmatha K

Application Support Analyst

8 Years 0 Month | narmathakaran@gmail.com | 9094555007

Key Skills

- UNIX Shell Scripting
- Linux
- Bash Scripting
- AutoSys Scheduler
- TWS
- Azure Functions
- AWS
- Docker
- Ansible
- Terraform
- Kubernetes
- Devops
- vmware
- Microservices

Courses & Certifications

- Pursuing Azure Devops (AZ400)

Personal Details

Date of Birth
25-June-1992

Marital Status
Married

Gender
Female

Address
Narmathakaran@Gmail.Com

About Me

Application Support L2, System Engineer, Cloud Support, Technical Support Offering over 8 years of rich experience in Quality Assurance, Functional Testing, and web Application Testing, led deployment of application over Cloud Architecture.

Profile Summary

System Administrator/Engineer with 8 years of experience in system maintenance and server infrastructure/data-center operations management. Proven track record of success in developing, deploying, and evaluating systems to improve uptime and efficiency. Microsoft Azure Administrator and AWS SAA certified.

Education

2013 — **B.Tech/B.E., Anna University**

2007 — **CISCE(ICSE/ISC), English**

Work Experience

Application Support Analyst
Tata Consultancy Services (TCS)

- Resolve application issues, raised by clients on a day to day basis, in an effective and timely manner
- Administered cloud-based Infrastructure deployment including provisioning/de-provisioning of resources.
- Experience with Autosys job management for scheduling, monitoring, and reporting.
- Monitoring the Weblogic Server and Deployed applications.
- Leveraged agile methodologies to move the development lifecycle rapidly through initial prototyping to enterprise-quality testing and final implementation.
- Support application releases requiring execution of Autosys jobs, Unix, and database script execution as well as interfacing with the business team
- Interacted with Data Engineers and Application Engineers to create continuous integration and deployment frameworks and pipelines
- Delivered DevOps and configuration management services to multiple clients based on different platforms like Jenkins, Git, Ansible, Tomcat, Nexus, MySQL Workbench, Maven, etc
- Prepared technical specifications according to business needs; suggested improvements to the existing system designs
- Introduced agile methodologies and effective development best practices to the division to enhance product development.
- Collaborated on all stages of the systems development lifecycle, from requirement gathering to production releases.

System Engineer
IV Support Technologies

SUMMARY
Responsible for providing IT services and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, isolates problems, and determines and implements solution.

PRIMARY RESPONSIBILITIES
Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
Respond to queries either in person or over the phone.
Write training manuals.
Train computer users.
Maintain daily performance of computer systems.
Respond to email messages for customers seeking help.
Ask questions to determine the nature of the problem.
Walk customers through problem-solving process.
Install, modify, and repair computer hardware and software.
Clean up computers.
Run diagnostic programs to resolve problems.
Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
Install computer peripherals for users.
Follow up with customers to ensure issue has been resolved.
Gain feedback from customers about computer usage.
Run reports to determine malfunctions that continue to occur.

2014 - 2015

IT Specialist 2
Sutherland Global Services

- Proviing Technical support for all Software issues through remote access

??? Maintain system support documentation for all supported applications, ensuring it is kept up to date
??? Knowledge of Linux/Unix commands and ability to understand shell scripts
??? Knowledge of databases and be ability to write SQL queries to quickly extract data for reporting/troubleshootin
??? Will be using command line in UNIX and Conman to navigate and perform various tasks to support/troubleshoot the application

- Installation, Configuration & Troubleshooting VPN related issues
- Worked in Active Directory Maintaining the Laptop Standardization to all the users