Resume

Sonam More
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Professional Summary:

➢ Dedicated and skilled IT professional with over 2 years of experience in L2 level Production and Application Support.
➢ Proficient in UNIX, Shell Scripting, SQL, ETL, Middleware components, and platforms like Linux, Windows.
➢ Experienced in managing vendor teams, handling escalations, and ensuring application stability and automation.
➢ Adept at collaborating with cross-functional teams, managing infrastructures, and driving major issue resolutions.
➢ Strong knowledge of ITIL processes and excellent communication and leadership skills.

Key Skills:

Monitoring Tools: Nagios, Docnav, GIT, Papervision
Technologies: UNIX, SQL, Shell Scripting
Platforms: Linux, Windows, Cloud
Language: Python, C++,Core Java
Databases: Oracle, PL/SQL
Ticketing Tools: Service Now, JIRA

Professional Experience:
Senior System Engineer:
[Cognizant Technology solution Pvt. Ltd]. Pune][03-22-2023]

Managed L1/L2/L3 level Application Support, overseeing vendor teams' daily activities, shift rota, and performance. Analyzed and resolved user queries, batch failures, alerts, and data issues, ensuring application stability and minimizing manual touchpoints. Collaborated with cross-functional teams, vendors, and exchanges for BAU functioning and issue resolution. Participated in major infrastructure migrations, creating detailed plans, budgeting, and timeline outlining. Conducted internal and external audits for applications, ensuring compliance and security standards. Led major issue escalations, hosting post-mortem calls to understand root causes and prevent future occurrences. Monitored and resolved P1/P2/P3/P4 tickets using Service Now, ensuring adherence to SLA/OLA. Contributed to release activities, closely working with development teams for sprint reviews and code deployments.

Education:

[M.Sc.-master's in computer science], (Solapur), (2023]

Certifications:

➢ SQL and Relational Database 101 on Cognitive class.ai powered by IBM Developer Skill Network.
➢ Service Now IT Operation Management on Infosys Springboard.
➢ IT Service Process on Infosys Springboard.
➢ Hands-on Introduction to Linux Commands and Shell Scripting.

About:

With over 2 years of experience in Production and Application Support, I have developed strong problem-solving abilities and leadership skills. I am passionate about ensuring application stability, driving automation, and Collaborating with cross-functional teams to achieve business objectives. My hands-on experience with various Technologies and platforms, coupled with my excellent communication skills, makes me an asset to any team.