

## Anitha

Mobile: +1 (647) 997-5499

Email:anithareddi2606@gmail.com

## EXECUTIVE SUMMARY

Seeking a challenging position as Production support specialist aiming at utilizing my technical skills to the maximum for the betterment of the organization that offers me professional growth while being resourceful, innovative and flexible.

## PROFESSIONAL SUMMARY

- A competent professional with 5 years of experience in IT.
- Working experience with ticketing tools, service now.
- Hands-on experience with Unix, shell scripting and SQL.
- Involved in patching activities, application validation.
- Expertized in Application and its infrastructure monitoring and maintaining production environment.
- Having hands-on experience in Apigee (SAAS proxies, micro gateway, API product, Dev Apps).
- Good knowledge in Dynatrace and troubleshooting the issues and finding its RCA.
- Worked as an L1 and L2 support engineer.
- Extremely Self-Motivated, enthusiastic with excellent communication and Interpersonal skills.
- Good Technical Skills that operate for the best outcome before the deadlines.
- Knowledge in configuration management tools Ansible, Ansible Tower (Playbooks).
- A quick learner with highly adaptive to any type of work environment.
- Skilled in all phases of Software Development Life Cycle (SDLC).
- Extensive experience in gathering, documenting, analyzing business needs and requirements.
- Good Exposure in the Banking/finance domain.
- Effective communication, interpersonal, and organizational skills Problem-solving abilities and perseverance among other strengths.
- Experienced in Scrum and Agile Methodologies.
- Knowledge and working experience with WAS(web sphere) console.
- Good knowledge of Design, Development, and Testing.
- A good team player with excellent communication and interpersonal skills.
- Analytical and detail-oriented worker.
- Participated in meetings to gather test requirements and worked on the preparation of the test plan.
- A good team player with good communication skills and has the capability to work efficiently and effectively undertight deadlines and pressures.
- Completed level 3 in French language.

## PROJECTS

**Lanish Tech Sol:** October 2024 – March 2025

**Montreal, Canada**

**Apigee Production Support:**

**Roles & Responsibilities:**

- Worked as Apigee support like API proxies/ supporting API Gateway configurations and deployed for different clients using Ansible tower.
- Responsible for trouble shooting different issues related to Apigee, checked issues related to application in postman and debugging proxy behavior using trace calls.
- Worked on alerts in Dynatrace dashboard for monitoring server performance, disk usage and CPU utilization.
- Working with API developers for resolution of proxy deployment issues.
- Worked on checking the disk usages, memory, finding the files, creating files.

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- Involved in maintenance activities such as patching, server upgradation and validation of application post change implementation.
  - Worked with Apigee policies enhancements such as Rate limit, cors, apim-extauth, Okta, OAuth2.0, SSO, SAML.
  - Preparing Shift Handover Document for next shift to achieve better support within Client SLA.
  - Participated in ITIL-based incident and change management processes.
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**Cognizant:** April 2022 – December 2022

Hyderabad, India

Support Engineer:

### Roles & Responsibilities:

- Provide production support for critical systems, ensuring high availability and optimal performance.
  - Responsible for deploying and testing RESTful APIs, consumers and updating or renewing client certificates using postman and troubleshooting 5xx, 4xx issues.
  - Worked with Apigee proxies, API product, developer apps, and debugging different issues faced by clients.
  - Collaborate with cross-functional teams to analyze and implement performance enhancements for large-scale databases.
  - Worked on service now incidents and involved in change management on weekends.
  - Scheduling the jobs using Crontab command in UNIX.
  - Perform Root cause Analysis for recurring issues and work with application owners for L3 support.
  - Perform Batch configuration, execution, monitoring, reporting and troubleshooting of batch jobs.
  - Handling application level Service Request by closing within respect to SLA. Train the teammates regarding issues and make the documentations accordingly.
  - Troubleshooting the Batch failures in all the supporting environment and applications.
  - Support in flexible schedule on weekdays and on call support in weekend.
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**Tata Consultancy Services:** July 2018 – April 2022

Hyderabad, India

Application Production Support:

### Roles & Responsibilities:

- Analysis of root-cause of the issue and providing solutions to fix it and develop the changes.
- Completing service now incidents.
- Worked on high priority incidents(sev1, sev2).
- Involved in change management and application validation post change management.
- Correcting files whenever CRON jobs fail and push the data.
- Communicate with cross-functional teams for faster resolution.
- Participated in Major Incident Management bridges.
- Analyzed logging issues which helped in capturing appropriate service data.
- Involved in Performance monitoring using APM tools like Dynatrace, SMA and in maintaining applications by doing server restarts.
- Communicating with clients and customers to fix the issue with accurate resolutions.
- Involved in increasing the application performance by monitoring agents' activity.

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- Completing assigned tasks within SLA.
- Worked with team members across offshore, onshore, and mentored junior developers.
- Working experience with Visual studio code, Notepad++.

## SOFTWARE PROFICIENCY

- API Management : Apigee edge, Apigee micro gateway.
- Configuration management : Ansible
- Operating System : Windows, Unix
- Programming Language: OOPS, Apex, Visual Force
- Monitoring tools: Dynatrace, Prometheus, Grafana
- SDLC Methodologies: Agile/Scrum
- BPM SUITE : Pega PRPC 7.1, 8.2, 24.2
- Ticketing Tools: Service Now, Jira

## CERTIFICATIONS

- PEGA certified system architect
- PEGA certified senior system architect

## EDUCATION

- PG Diploma in Mobile Application Development course in Canadore @Standford college, Scarborough, Canada.
- PG Diploma in Project management Techniques from Cegep de la Gaspésie et des Iles, Montreal, Canada.
- B.E. from Vasavi College of Engineering (O.U.), Hyderabad, India.

## DECLARATION

I hereby declare that the information mentioned above is true to the best of my knowledge and is correct.