**Introduction:**

I have total 7.5 years of experience and my relevant experience in java is 6.5 years. I worked on java, spring, spring boot, Restful services, Microservices and I have strong knowledge on messaging queue Apache Kafka.

**Coming to my previous project** it was a supporting role Digital Business provide L2&L3 production support over 10 applications. We used SMT(Service Management Tool) tool to manage and track IT service requests, incidents, and problems. Each request is logged as a “ticket,” which contains all relevant details and is assigned to the appropriate team for resolution.

Initially we started with L2 support for DXT, Pack IT, BWS, Warranty, Repair Online and after performing well in L2, I moved to L3 support. There I took the responsibility for BWS application.

The main intension of application is, when users buy any product from Bosch they will get a warranty for some period. Within the that period if the product got defected or facing any issues with that product they will get a chance to replace product. They have to register in BWS application by creating the claim. While creating the claim they must provide all the details about the problem along with the defected product images. Once validating the claim, users will get a new product based on Terms & Conditions.

This application support notification service.

**And my roles and Responsibilities are:**

* Once received the ticket, Investigated and resolved the production issues by Handling log analysis, exception tracking.
* Based on the tickets, investigated at the code level and fixed the issues. Then deployed the code in QA, after got the approval from Project architect, handled the production deployment and everything worked as expected.
* Coordinating with developers & UI  team for root cause analysis.
* And documented the repeated issues and provided the improvements for those specific issues to the client along with the cost estimates.
* Collaborated with team members to ensure that the tickets are resolved within the specified timelines and avoid the client escalations.

**Tell me a Proud movement?**

I remember one movement that is Friday evening received one critical ticket as weekend started few of the members already logged off. I handled independently by checking the application logs to find out the root cause of the issue. That is memory outage increased connection pool temporarily to reduce the user impact.

**Deployment** :

Code commit ->Git->Genkins(War generated)

We took war file version from Genkins->QA/Prod config need to update

Need run deployment commands in power shell based on application.