**Venkataramanaiah K**

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**OBJECTIVE:**

To be involved with an organization which offers a competent development environment, challenging work, and fair chance of growth. Utilizing my professional and personal skills to the maximum extent to achieve welfare of self and the organization.

**EXPERIENCE SUMMARY:**

* Total 4+ years of competitive experience in IT industry. Having 3 years of relevant experience in IT industry in L1, L2 Production/Application Support and maintenance using Microsoft Technology SQL Server 2012/2014/2016, T-SQL, ITIL Process (Incident, Service Request, Change Management, and Problem Management) and IIS Server.
* Holds experience in Insurance Domains with skill set of SQLs and ITIL
* Experience in taking care of complete production batch monitoring and fixing the issues.
* Examined application performance and ensured its maximum availability & reliability, troubleshoot application, server, system, analyzed log/data and performed Root Cause Analysis (RCAs).
* Provide production support to applications and maintaining the SLA.
* Experience in creating Change Requirements and Implementations.
* Effective in working independently and collaboratively in team.
* Experienced in Strong debugging/troubleshooting skills.
* Developed complex database objects like stored procedures, Functions and Views.
* Expert in database maintenance, monitoring, backups, and recoveries.
* Experience in various stages of S/W Development like Development, Testing and Implementation.
* Providing regular updates to senior management.
* Good experience Monitoring and Reporting Progress, attending Bi-weekly calls, Monthly calls and the CAB meetings.
* Good experience in working with Vendors.

**PROFESSIONAL EXPERIENCE:**

* Working as Application Developer at MICROLAND, Bangalore from July 2019 to till present.
* Worked as software developer at Dynpro India, Bangalore from Aug 2018 to June 2019

**EDUCATIONAL QUALIFICATIONS:**

* B.Tech from KSRMCE Kadapa, Andhra Pradesh.
* Diploma from Sri Venkateswara Polytechnic college Tirupathi.

**TECHNICAL SKILLS:**

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| --- | --- |
| Programming Languages | SQL, T-SQL |
| Data Base Tools | MS-SQL Server 2005/2008 R2 / 2012 / 2014 |
| Operating Systems | Windows 7 , Windows server 2003,2005,2008R2 |
| Issue/Bug Tracking Tool | Smartcenter |
| Version Control | VSS, Git-Hub, TFS |

**PROJECT 1:**

Title : Smart Center (A Ticketing Tool).

Environment : Web based (C#, ASP.net MVC, Rest API, SQL Server).

Client : Microland Ltd, Bangalore (Internal & External).

Team size : Scrum team of 5 member.

Role : Application Developer.

## Description:

This project is a ticketing tool like ServiceNow or Jira. This tool is used to raise, assign, work, and resolve the tickets in the organization. Different service line for different departments have been configured. Setting the service level agreements, priority, user management, maintaining different portals (End User Portal and Engineers Portals).

**Responsibility:**

* Taking care of complete production batch monitoring alone and solving the issues.
* Involved in coding, Implementing the business logic in SQL Server programming.
* Involved in analysis and solving tickets.
* Creating and implementation of change records.
* Complete Production & QA support.
* On-Call support in night times and weekends.
* Monitoring the jobs in Active Batch and Working on Job Failures and CS Requests.
* Taking care, the user management requests and issues.
* Analyze and find the RCA for the failure jobs.
* Analyzing the logs and fixing the issues.
* Performing periodic Health Checks on Application & Database.
* Responsible for production support and maintenance.
* Pulling the audit reports using SQL queries.
* Co-ordinate with multiple teams in order to fix the issues.
* Analyzing and debugging the Stored Procedures.
* Maintain knowledge base/troubleshooting documentation, system monitoring and compliance/audit documents related to audit logs, user privileges and permissions.
* Take the requirements from the customer, configure as per the requirement.
* Trouble shooting issues on time which customers face while working with the tool.
* Setting service level agreement based on the customers’ requirements from backend.
* Also worked on supporting the tool which is core tool of the Microland among all the automation tools.
* Timely delivery of the service which is agreed to deliver based on SLA.
* Ability to work effectively with all levels of personnel and other.

**PROJECT 2:**

Title : ACCNU.

Environment : Web based C#, ASP.net MVC, Rest API, SQL Server)

Team size : Scrum team of 8 member

Role : Application/Production Support Engineer.

## Description:

The “Accnu” is a Smart, secure &amp; Easy to use ERP System for growing small size and mid-size businesses. It delivers the proven and comprehensive financial, back office and sales functionalities to take your business beyond traditional accounting software by streamlining operations across your organization. Accnu provides you real-time dashboard of your entire organization sales &amp; financial data to make effective decisions and for developing a special and precise product that slash your daily workload and automate the back office jobs. It consists of following Modules in it these are Quick Search, Purchase, Sales, Inventory, Finance, Manufacturing, Master &amp; Finance.

**Responsibility:**

* Taking care of complete production batch monitoring alone and solving the issues.
* Involved in coding, Implementing the business logic in SQL Server programming.
* Involved in analysis and solving tickets.
* Creating and implementation of change records.
* Complete Production & QA support.
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* Responsible for production support and maintenance.
* Pulling the audit reports using SQL queries.
* Co-ordinate with multiple teams in order to fixing the issues.
* Analyzing and debugging the Stored Procedures.
* Maintain knowledge base/troubleshooting documentation, system monitoring and compliance/audit documents related to audit logs, user privileges and permissions.

**PERSONAL PROFILE:**

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| Name | Venkataramanaiah Katabathina |
| Father’s Name | Venkatarathnam Katabathina |
| Date of Birth | 19/12/1992 |
| Languages | English, & Telugu |

**SELF-ACCOMPLISHMENT:**

I am confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

**Place**:  **Venkataratamanaiah K**

**Date**: