Prajna Yogesh

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Highly motivated individual with excellent interpersonal and communication skills seeking an opportunity within a company which will allow to utilize past work experience, expand learnings and grow along with the organization.

EXPERIENCE

Tata Consultancy Services, Troy, Michigan   04/2022-07/2022

Production support Lead

- Managed around 18 warranty production application both internal and external with a team of 8 people (both at onsite and offshore)
- Worked on migrating the Legacy applications to be compatible with latest browsers.
- Managed Business, internal IT, and vendor communications.
- Responsible for handling priority incidents and tasks like data extraction.
- Communication with Business and Internal IT to provide updates on the current issues and the permanent fix for recurring issues.
- Requirement gathering, analysis and design of new enhancements to the existing system.
- Creating user stories and allocating stories to each sprint based on team capacity and ensuring the confidence in delivering the output to customer within deadline.
- Conducting scrum call every day to learn the status of all the incidents, tasks, and enhancements.
- Analyze issues and provide pointers for faster resolution.
- Performing code review and UAT for small enhancements.
- Performing application health checkup before the business hours, on weekends and after production release.
- Attending Backlog refinement, Sprint Planning to organize and prioritize user stories for quick and easy delivery of application to customers.
- Responsible for knowledge transfer to the new employees.

Infosys, Mangalore, India

Senior Systems Engineer   06/2013-09/2015

Project Name: IdMS (Identity Management services)

- Monitoring the production issues and supporting the most critical application of the client Apple such as Appleid.apple.com, iforgot.com, ICloud, HSA2 authentications, SMS verifications and other various critical applications.
- Developing Java API and SQL queries for customer required data extract and also for certain cases which involves root cause analysis.
- Debugging and reporting bugs (data issues, functionality failures and application bugs) to the development team through an organized application called Radar for the fix.
- Enhancements and defect fixing, preventive maintenance activities, emergency bug fixing and data corrections.

- Document post-mortem reports, summarizing problems and recommending options to ensure non-recurrence, process improvements, minimize human error, risk, down time, and avoid possible loss of revenue.
- Knowledge in using the third party Scheduler like Autosys for schedule of jobs and Splunk for debugging purposes in applications.
- Worked closely with the Operations team and partnered with them in all the deployments and providing technical support and taking care of urgent/critical issues on a daily basis.
- Worked on multiple Prod related issues relating to High CPU's, Multiple Nodes, Authentications and Authorizations.
- Provided 24/7 Support to monitor and resolve critical issues during the Apple production launch.

NIIT, Mangalore, India
Java Trainer   **08/2012-04/2013**
- Teaching Java to students seeking professional career in IT industry.
- Evaluate students and conduct exams.

EDUCATION
MERN – Full Stack Web Development   **10/2022-01/2023**
P.A. College of Engineering, Mangalore, India   **06/2012**
Bachelor of Engineering, Information Science

TECHNICAL SKILLS
Programming Languages: Java (Core Java)/J2EE, JSP, HTML, CSS, REACT, NodeJS, Express
Framework: Spring Framework, Spring Boot
Database: MySQL, DB2, MongoDB
Tools: Eclipse IDE, Visual Studio Code, Junit, Splunk, Autosys, Postman, Putty, GitHub, AppDynamics, dB Visualizer , ANT Design

LEADERSHIP, SKILLS
- Outstanding verbal and communication skills, training and mentoring team.
- Good problem-solving skills; capable of making disciplined decisions in a timely fashion.
- Certificates: Certification on ORACLE 10g, JAVA from NIIT, Big Data Certification from Eudureka.
- Recognitions: Future of DS team award, Best Team award.

INTERESTS
- Tutoring, Painting and outdoor games, baking and cooking.