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Shirisha Aduri ⭐ Featured

Seasoned professional with 6.6 years of experience. Expert in SQL,SQL Server Reporting Services,Incident Management, Problem Management

Current Location: Hyderabad / Secunderabad

Pref. Location: Bengaluru / Bangalore,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: System Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: SQL Server,SQL,SQL Server Reporting Services,Incident Management,Problem Management,Root Cause Analysis,RCA,QC,Excel Powerpoint

Total Experience: 6 Year(s) 0 Month(s)

Notice Period: 15 Days or less

Highest Degree: NA[na]

Verified : 📞 **Phone Number | Email - id**

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

* A database professional with 6.6 years of experience in Information Technology
* Around 6.3 years of experience in Application Support Working experience in rotational shifts and for 3 months as QC.
* Worked as Production Support, attending production calls, system Monitoring, troubleshooting the application and resolving bugs.
* Good understanding operational processes like Incident Management, Change Management, Problem Management, Release Management and Service Improvements.
* Provided an in-depth analysis to resolve production and application issues.
* Worked with QA, Release Management and L3 Support teams to ensure Quality Rollouts
* Interacted with the business users, collected the requirements, analyze the requirements, design and recommend solutions.

Work Experience

🔵 **Black Knight Financial Services** as Data Analyst II
Oct 2020 to Jan 2021

? Responsible for product maintenance and worked on Ad-hoc report sql queries requested by the business
? Analyzed and reviewed the user/business requirements and functional specification documents.
? Ability to identify, report, and review defects in assessing application quality.
? Created and Executed complex SQL queries to fetch data from a source table in SQL Server database server to validate and compare expected results with the actual records in the target table.
? Escalating issues to the necessary team that may arise during the process.
? Creating appropriate documentation that allows stakeholders to understand the steps of the data analysis process and duplicate or replicate the analysis if necessary

🔵 **RealPage** as Developer Analyst
Nov 2018 to Sep 2020

Logging all relevant incident/service request details, allocating categorization and prioritization codes.
Resolving incidents/service requests when first contacted whenever possible
Escalating incidents/service requests that they cannot resolve within agreed timescales.
Conducting customer/user satisfaction call-backs/surveys as agreed.
Analyzing the issues and resolving the same, proposing a workaround to maintain business continuity and ensuring minimum business downtime. Identifying the critical issues and taking prompt and effective actions spontaneously. Providing the end user communication for critical issues like service delays/disruption with ETAs. Daily system and application health checks are performed to ensure the smooth running of the application. Handling user queries related to reports, daily job schedules/Database management and providing the solutions within the specified SLAs.

🔵 **Logit one technologies** as Software Engineer
Jul 2016 to Nov 2018

🔵 **Capgemini** as Software Engineer
Nov 2013 to Oct 2015

Education

UG: **B.Sc (Computers)** from **Osmania University** in **2013**
PG: **NA (na)** in **0**

IT Skills

Skill Name	Version	Last Used	Experience
SQL	SQL server	2020	6 Year(s) 5 Month(s)
Incident Management		2020	6 Year(s) 3 Month(s)
SSRS			
Problem Management			
Root Cause Analysis			

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔
Hindi	Proficient	✔	✔	✔
Telugu	Expert	✔	✔	✔

Projects

- Project Title: Property Management Company
  Client: Property management company
  Nature of Employment: Full Time   Duration: Nov 2018 - Jun 2020
  Onsite / Offsite: Onsite
  Project Details: RealPage is a provider of software and data analytics to the real estate industry. Clients use our platform to improve operating performance and increase capital returns. It benefits owners and managers of various rental property types, including conventional, affordable, military, student, single-family, senior and vacation housing. We also provide commercial and mixed-use property management solutions.

- Project Title: Oceanview Visibility
  Client: DHL,Ahlers,Fiege
  Nature of Employment: Full Time   Duration: Jul 2016 - Nov 2018
  Onsite / Offsite: Onsite
  Project Details: Ocean Freight products covering different equipment types and consolidation services ensure the cargo reaches the right place, at the right time in a cost-efficient way. They work with a spread of ocean carriers covering major carrier alliances with planned space protection from every major container port in the world to deliver reliability.

- Project Title: Production Support
  Client: IKEA Trading India Pvt. Ltd.
  Nature of Employment: Full Time   Duration: Nov 2013 - Oct 2015
  Onsite / Offsite: Onsite
  Project Details:

  Description: IKEA is a multinational group of companies that designs and sells ready-to-assemble furniture (such as beds, chairs and desks), appliances, small motor vehicles and home accessories.

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Countries: India

Job Type: Permanent

Employment Status: Full time