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SREENIVAS PUPPALA Featured

Senior System Engineer with 7+ years experience in IT Service Management, System Engineering, Data Visualization, Application Support & Monitoring, BMC Remedy, ServiceNow, Power BI, Tableau, Oracle, JIRA.

Current Designation: Senior System Engineer
Current Company: Cerner Healthcare Solutions India Pvt Ltd
Current Location: Bengaluru / Bangalore
Pref. Location: Bengaluru / Bangalore,Hyderabad
Functional Area: IT Software - Application Programming / Maintenance
Role: System Admin
Industry: IT-Software/Software Services
Marital Status: Married

Total Experience: 7 Year(s) 0 Month(s)
Notice Period: 2 Months
Highest Degree: MCA [Computers]

Key Skills: Senior System Engineer/Analyst,System Engineering,Project Management,Change Management,Incident Management,Requirement Gathering,Data Visualization,Application Support,Software Support,BMC Remedy,ServiceNow,Power BI,Tableau,Oracle,JIRA

Verified : Phone Number | Email - id

Last Active: 20-Jan-21   Last Modified: 20-Jan-21

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Summary

A qualified Master of Computer Applications professional.
ITIL V3 - 2011 Foundation certified.
Overall 7+ years of experience in IT Industry focused on Health care domains.
Good working knowledge of the ITIL Service Management framework.
Proficient domain and process knowledge on M&EM (Monitoring & Event Management) and Problem Management life cycle.
Proficient in Application/Solution monitoring, RCA and Problem-Solving skills.
Proficient in Monitoring tools (BMC Patrol, Zabbix, IBM Streams, Overwatch & Olympus).
Hands-on experience in Data visualization tools Elastic Search and Tableau.
Worked extensively with different Bug tracking tools like ServiceNow, Remedy, JIRA, Supportal, Navigator.
Good knowledge of Linux and Windows administration skills.
Experience/knowledge on cloud technologies such as RHV, VMware, Citrix XenApp, Cloud Desktop etc.
Good troubleshooting skills on IBM WAS application.
Proficient in reviewing logs and resolving bottleneck issues.

Work Experience

Cerner Healthcare Solutions India Pvt Ltd as Senior System Engineer
Jul 2016 to Till Date

Project -2   : IRC Problem Management
Designation   : Senior System Engineer/Problem Co-Ordinator
Duration   : July 2016 - Present

Roles and responsibilities:
Auditing major service interruption tickets for appropriate prioritization, technical and business domain accuracy, and service level metrics.
Managing assigned problem investigations effectively through the problem management lifecycle with accurate documentation.
Performing and analyzing Event Management reports to do Problem Management reviews and RCAs.
Establishing strong working relationships with business Service Managers, Service owners and wider business stakeholders to drive service improvement.
Collaborating with cross-functional teams to analyze, investigate and diagnose the root cause of problems, as well as completing of corrective actions. Engaging at a basic technical level in discussions to evaluate those solutions and publish the Root Cause Analysis (RCA) report.
Managing bridge call for Critical AND Crisis Issues. Co-ordinating with technicians, clients and internal management until the issue is resolved. Engaging the rite team/technician to get the issue resolved within the SLA.
Creating and updating Remedy tickets for change and incident management to document monitoring and recovery steps. Capturing incident follow-ups and completing formal post-implementation reviews.
Define and categorize the various incidents into problem categories.
Chairs a weekly team status meeting, involving members of various technical teams, as well as management
Escalating and communicating in a timely fashion the status of major incidents and problems with IT and business stakeholders including executive management

stakeholders including executive management.

Coordinating activities using the incident, change, vendor and problem management for business continuity and ensure 24/7 service availability.

Publishing monthly SLA tracking reports and overall SLA percentage to all customers and major stakeholders.

Create knowledge articles from the experience gained in resolving incidents that can be used by application support teams to solve incidents quicker and better.

Coordinating, defining and deployment problem management processes and procedures.

Handover the root cause analysis to service delivery manager/customer explaining the preventive solution to incidents to avoid any future occurrences of problems.

Recording all the root cause reports in documentation form which now called as Known Error Database.

As a Clinical Reporting (XR Chart, CRM Chart & RRD fax) Solutions Problem Management coordinator fixing the recurring issues and filling the process gaps.

Identifying the recurring issue in Event Management space and collaborating with SWx and Production teams, quickly establishing a working relationship with them before the issue becomes more critical.

Troubleshooting IBM WebSphere application servers, cycling clusters, and JVMs.

Contribute to create the suppression or hold rules through the ruleswizard/ruleconjurer / rulebook tools to avoid the unwanted events into the queue until resolution fixed in the domain.

Ensuring all additional mitigation tasks are raising on the system, relating to the problem investigation or known error. Getting approvals from owners and target ETA dates for the resolutions.

Performing the data analytics using with Elastic search tool for alarm and incident savings through the Problem tickets.

Performing trend analysis of incident data to proactively identify underlying problems leading to common or repeat incidents.

Analyzing the alarms trend and collaborating with the event management and filling the knowledge gaps by conducting KT sessions to other Clinical Reporting (XR, CRM & RRD) AMS SME's.

Analyzing the work instruction and preparing a plan to automate the process to reduce manual interaction in the event management space.

Creating the work instruction for the new monitoring parameters.

Creating child default actions when there are special instructions to perform.

- **Cerner Healthcare Solutions** as System Engineer
Jun 2013 to Jul 2016

Provided mission critical administrator support for Healthcare Organizations around the World.
Roles and responsibilities:
? Monitor client systems via CAM & OverWatch and resolve alarms before client issues arise.
? As a member of the IRC team, acts as the primary contact for Clinical Reporting solutions (CRM, RRD, XR) related issues of Cerner.
? Resolving the issue using standardized processes and procedures.
? Collaborating with other organizations to fix client issues immediately.
? Follow the work instructions to fix the issues and escalate issues on a priority basis.
? If instructions do not fix the issue, to engage the required on-call resource using an alarm point.
? Documents the issue resolution steps for visibility and for further reference.
? Sound knowledge and hands-on experience on FSI/MDI (Foreign System Interface / Medical Device Interface), CCL (Cerner Command Language).
? Working on Database issues like Adding data files to the Database tables, identifying locks & killing the locks without interrupting the scripts, Monitoring the alert logs from the CAM.
? Hand on experience with IBM WAS Troubleshooting, cycling clusters, and JVMs.
? Hands-on Experience with troubleshooting XR, CRM, RRD & Opsjob.
? Provide problem resolution and support for Cerner Works clients.
? Escalate and report the service/system outages to the Right resources in time.
? Manage automated operational jobs for completion as desired and run scripts manually upon job failure.
? Troubleshooting BMC Patrol issues.
? Encouraged associates to interact with each other to resolve issues when the tech lead is not available.
? Working on RCA Projects to avoid false cam alarms.
? Working on ticketing tools Navigator & Remedy.
? Working on Oncall paging tools Xmatters.
? Coached and motivated other associates on the floor to increase their technical knowledge as well as attitude of responding immediately to the CAM alarms in a timely manner.
? Working on recurring issues and logging problem management tickets and resolving them.
? Interacting with KC counterparts on day to day basis.
? Engaging resources as needed for performance-related issues impacting Event Management Users.
? Building suppression rules as needed for scheduled work or incidents.
? Update/Create/review default actions.
? Mentoring new associates and grooming them as System Engineer.

Education

UG: **B.Sc (Computers)** from **Osmania University** in **2007**

PG: **MCA (Computers)** from **jntu college of engineering, hyderabad** in **2011**

Other Qualifications/Certifications/Programs:
ITIL V3 Foundation

IT Skills

Skill Name	Version	Last Used	Experience
Ubuntu, Red Hat LINUX, Aix, Windows			
MS SQL Server, SqlPlus, Oracle, ITIL,			
Nagios, Olympus, BMC Patrol			
ServiceNow, BMC Remedy, JIRA			
Web Sphere, IBM WAS 6.5, 7 & 8.5			
Tableau, Kibana (ELK), MyBi, PowerBI			

RHV, VMware, Citrix XenApp, Cloud Deskto	
OverWatch, MyBI, CCL, SCP, QCP	

Languages Known

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

Projects

⦿ Project Title: Alarm Vetting Project
Client: Cerner Healthcare Solutions
Nature of Employment: Full Time   Duration: Aug 2018 - Till Date
                                                   Onsite / Offsite: Offsite
Project Details: This is a proactive approach to reduce recurring issues, monitoring issues and other known issues for a client by analyzing them and recommending a fix prior to a client Go-Live by IRC EM Problem Management team as a part of the transition process.

⦿ Project Title: XR Automation
Client: Cerner Healthcare Solutions
Nature of Employment: Full Time   Duration: Jun 2018 - Feb 2019
                                                   Onsite / Offsite: Offsite
Project Details: To reduce the manual resubmission of XR (clinical Report) Chart requests which will process at the client-side by improving the performance of JVM load balancing and self-heal rules. This automation will reduce the number of alarms that IRC Event Management is receiving and reduce manual efforts & FTE.

⦿ Project Title: RRD Automation
Client: Cerner Healthcare Solutions
Nature of Employment: Full Time   Duration: Aug 2017 - Sep 2018
                                                   Onsite / Offsite: Offsite
Project Details: To automate the fax retransmitting process and implement a self-heal package that will run through the scheduled job for the clients in their PROD domain. Implementation of self-heal will reduce the number of alarms that IRC Event Management is receiving and reduce the manual efforts & FTE.

Affirmative Action   ## Work Authorization

Physically Challenged: No   Job Type: Permanent

                                Employment Status: Full time