· Using Free CV Search you

have access to featured

directly using the email

misuse of candidate

withheld

option provided. To prevent

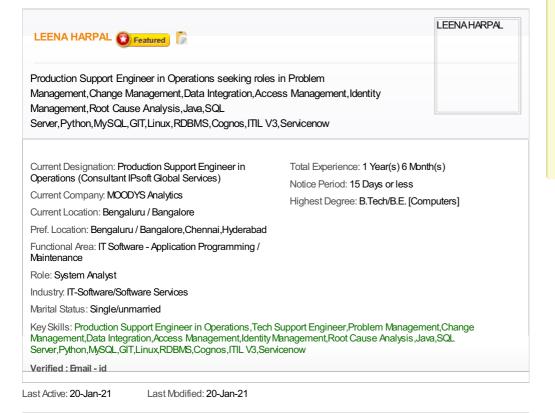
information, contact details and attached resume of the candidates have been

candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice

**Important** 







# Summary

Jump to Section

1.6+ years of experience working in collaboration with Fortune 500 companies in IT Operations and Maintenance. Hands-on experience in 24x7 L2 level application support, troubleshooting and resolving high priorities incidents and tickets.
Leveraged ITIL practices to improve service delivery and customer satisfaction.

Work Experience | Education | IT Skills |

#### **Work Experience**

MOODYS Analytics as Production Support Engineer in Operations (Consultant IPsoft Global Services) Jul 2019 to Till Date

Orchestrated and scheduled jobs in the Production Environment for the Applications of EBS (Line of Business) in Moody's Analytics using the Control-M Scheduler tool.

Diagnosed and fixed production issues for 6 applications such as Peoplesoft Financial, IBMCognos ICM and Dell Boomi..

Developed root cause analysis for critical workflow and session failures during Data Integration on Informatica PowerCenter Workflow Manager.

Performed incident resolution, problem management, change management and other activities according to agreed SI As

Trained 3 junior members of IT team regarding the support process and troubleshooting of the client's queries Collaborated with product owners and developers during testing enhancements, fixes in Test environment and releasing codes in production environment after satisfying results and signoff from business and all relevant support teams.

Managed access for the users using Identity and Access Management tool like SailPoint

Decreased applications errors through discovery of redundant data within the database, which led to working with the Development team on clean up of data.

^ Back to Top

### Education

UG: B.Tech/B.E. (Computers) from Chhattisgarh Swami Vivekanand Technical University, C.Gin 2018

^ Back to Top

## IT Skills

0.311.1

Skill Name	Version Last Used Experience
JAVA, PYTHON	
Linux	
WINDOWS/Linux	
MySQL/sql Server	
Servicenow/IPcenter	
Git/GitHub	
ITIL v3 Fundamentals	

^ Back to Top

## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

^ Back to Top

### **Affirmative Action**

### **Work Authorization**

Physically Challenged: No

Job Type: Permanent Employment Status: Full time

^ Back to Top

Careers - About Us - Clients - Terms & Conditions - FAQ's - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICIClcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.

Careers - About Us - Clients - Terms & Conditions - FAQ's - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICIClcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.