



Swathi S Kunder

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Senior Analyst/Software Engineer seeking roles in Software Development,Application Programming,Application Maintenance,Project Management,Requirement Analysis,Incident Management

Current Designation: Senior Analyst Software Engineer Total Experience: 3 Year(s) 4 Month(s)

Current Company: Capgemini

Notice Period: 3 Months

Current Location: Mumbai

Highest Degree: None [None]

Pref. Location: Mumbai,Mangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: System Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Senior Analyst/Software Engineer seeking roles in Software Development,Application Programming,Application Maintenance,Project Management,Requirement Analysis,Incident Management, Biztalk, Biztalk Server,

Verified : Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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Summary

Aspiring for Operations assignment in IT operations / Team management and Infrastructure services .
Dynamic professional with over 3+ years experience in IT service deliverables, Infrastructure services and IT operations.
Distinction of working on Process / Project implementation to improve IT services.

Work Experience

Capgemini as Senior Analyst Software Engineer Jun 2017 to Till Date

Job Description :-

CLIENT :- CHANEL

Ticketing tool :- Service now

Maintaining entire application of CHANEL.

Resolving all the issues regarding application at L2 Level.

Working on POWER SHELL .Working on scripts and checking services of applications on it.

Working on BIZTALK servers and handling all applications there.

Creating BizTalk flows for applications.

Hands on experience in creating azure flows,SFTP,FTP and File type flows.

Rectifying issues on BIZTALK administration.

Checking all host instances, receive locations, send ports and receive port. Fetching if any errors detected.

Working on Citrix Servers .Connecting via Putty for Linux environment or taking RDP for windows servers.

Checking the health of application depending on the issue logged in service now.

Working on scripts and doing deployments of applications

Checking the services of applications and taking required actions depending on the logs fetched.

Stopping and starting applications as per the requirements.

Checking dependent jobs in Control - M tool.

Handling all priority incident?s including P1 within SLA

Providing 24*7 support from application level.

Connecting with clients and onshore team to discuss the criticality of issue and working with them in order to resolve the issue.

Analyst/Software Engineer :? June-2018 ? April-2019

Software Associate :- June 2017 ? June 2018

Job Description :-

worked for multiple client (Grant Thornton , Technip ,Wilkinson ,Neste,Canon , Alcatel-Lucent Enterprise, Unilever)

Monitoring Tool :- Informatica Power Centre ,UC4 TOOL..

Ticketing Tool :- ITSM, SNOW , Service Now,SAP LOGON,ITRP

Effectively handled alerts in outlook and various tool.

Created incidents as per requirements and passed it as well as resolved it respectively within SLA

Performed Health Checks on BizTalk Server periodically

Effectively performed health checks on various servers and multiple applications and generated reports



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Successfully performed health checks on various servers and multiple applications and generated reports .
Have run Jobs on tools, restarted and aborted and scheduled jobs as per requirement.
Fully integrated ITIL processes for operational efficiency, combined with service level & availability management
SLA bound delivery
Performed L1 & L1.5 jobs .
Provided 24*7 support to all clients.
Preparing knowledgebase documents.

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Education

UG: **B.Sc (Computers)** from **Mumbai University** in **2017**

PG: **None (None)** in **0**

Other Qualifications/Certifications/Programs:
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IT Skills

Skill Name	Version	Last Used	Experience
MySQL			
Word, Excel, XAMP			
Incident Management		2020	
Linux Administration			
CHANGE MANAGEMENT			
Biztalk Server			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				
Tulu				
Kannada				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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