



**I J SAIRAM**

Engineer seeking roles in IT Support,Production Support,Application Support,Application Development, Incident Management,Change Management,Project Management,Release Management,Troubleshooting,BMC Remedy,Jenkins,MySQL,Putty,Java,HTML,ITIL,PHP,Git

Current Designation: **Application Support Engineer**

Current Company: **Achala Solutions Pvt Ltd**

Current Location: **Hyderabad / Secunderabad**

Pref. Location: **Bengaluru / Bangalore,Chennai,Hyderabad**

Functional Area: **IT Software - Application Programming / Maintenance**

Role: **Tech Support Engnr**

Industry: **IT-Software/Software Services**

Marital Status: **Single/unmarried**

Key Skills: **Application/Tech Support Engineer,IT Support,Production Support,Application Development,Incident Management,Change Management,Project Management,Release Management,Troubleshooting,BMC Remedy,Jenkins,MySQL,Putty,Java,HTML,ITIL,PHP,Git**

Verified : Phone Number | Email - id

Total Experience: **2 Year(s) 10 Month(s)**

Notice Period: **2 Months**

Highest Degree: **B.Tech/B.E. [Computers]**

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

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## Summary

- \* Around 2.10+ years of experience as an Application support engineer on java based Applications in Monitoring, Analysis and troubleshooting.
  - \* Working experience in rotational shifts and L2 Production support.
  - \* Working as Production Support, attending production calls, troubleshooting the application and resolving bugs.
  - \* Good understanding of ITIL and ITSM operational processes like Incident Management, Change Management, Problem Management, Release Management and Service Improvements.
  - \* Working on UNIX shell scripts to automate and systemize the load process at nightly cycles.
  - \* Provided support and inputs in agile software deployments.
  - \* Work with QA, Release Management and L2 Support teams to ensure Quality Rollouts
  - \* Experience in handling ITIL Methodologies.
  - \* Working experience in rotational shifts 24/7 Production Support.
- To work for an organization which provides me the opportunity to improve my skills and knowledge to growth along with the organization objective.

## Work Experience

### ● Achala Solutions Pvt Ltd as Application Support Engineer Feb 2018 to Till Date

I have been supporting for 12 applications in past 15 months in incident management mostly for BMW in the retail domain applications.

#### Project#1 - AIR (Aftersales Information Research)

AIR bundles all the information relevant for the workshop and makes it available to the user clearly at a glance. In addition to vehicle related information such as vehicle details, optional equipment, retrofitting, service contracts or service history all the necessary information for the restoration/repair of the vehicle, for example Technical Campaigns, PuMA measures, repair instructions, parts, and flat rate units are also directly accessible.

#### Project#2 - iLean

iLean is application interactional interface between the dealers and technical support team (we) . This application is been accessible with portal and desktop client. This will be main contact between the customers and the support team it terms of sharing the technical information (sometime logs of the client machine).

#### ROLES & RESPONSIBILITY:

- ? Involved in analyzing the issue related application availability, accessibility and accountability.
- ? Interacted with Business Analysts and participated in user requirement sessions and gather business requirements.
- ? Performing Root Cause analysis and submitted Known errors (KEDB Process).
- ? Participate in projects new enhancements requirements and coordinating with L3 teams.
- ? Worked on UNIX shell scripts to automate and systemize the load process at nightly cycles.
- ? Monitoring the Database, application performance and take necessary action to optimize the performance.
- ? Perform application user access validations in production region on regular intervals.



### 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.

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## Education

UG: **B.Tech/B.E. (Computers)** from **MLR Institute of Technology, Hyderabad** in **2017**

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## IT Skills

Skill Name	Version	Last Used	Experience
Windows, Unix, Shell Scripting, Java			
MySQL,Putty, HTML, PHP, Nagios			
Jenkins,GIT, ANSIBLE, BMC Remedy			

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

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## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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