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Gautmi Agarwal Featured

Gautmi Agarwal

Seeking roles in IT Operations, Incident ,Problem and Change Disaster Recovery, Ansible, Application Support Analyst, Agile, Unix, SQL. Technical Support, Production Support, ITIL

Current Designation: Production Application Management

Current Company: Wirpo Technologies

Current Location: Noida

Pref. Location: Anywhere in North India,Anywhere in South India,Anywhere in West India

Functional Area: IT Software - Application Programming / Maintenance

Role: Maintenance Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Incident,Problem & Change Management, Disaster Recovery, Agile,Team Leading,SQL,Ansible,Production Support,Unix,Application Management & Support, Server Monitoring, Technical Support, Troubleshooting, Unix, Service Delivery Management, Process,

Verified : Phone Number | Email - id

Total Experience: 5 Year(s) 5 Month(s)

Notice Period: 3 Months

Highest Degree: M.Tech [Information Technology Work-Integrated Program]

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

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Summary

• Result–oriented Professional with 5 years of rich experience
• Proficient in Automation, shell Scripting and Ansible
• Skilled in handling high severity incidents to ensure service availability with minimal delay and impact, towards ensuring smooth operations of an Infrastructure Environment
• Comprehensive exposure in implementing measures / procedures for incident, problem and change management in IT operations entailing mapping of business processes and studying of workflow to design solutions
• Received Award of Excellence (Client Award) for excellent contribution to the Digital Cloud Solutions Team
• Bagged Pinnacle Quarterly Account level recognition for excellent support in the team
• Received Inspiring Performance award for completing Disaster Recovery exercise completely for one of the red carpet applications of the program.
• Awarded with You Saved The Day award for showcasing excellent team leadership and management skills.

Work Experience

◉ **Wirpo Technologies** as Production Application Management
Sep 2015 to Till Date

Account-Statestreet
Production Application Support
Supporting applications in production, note interruptions or bugs in operation and perform problem solving exercise and determining problem and ensure continue use of the application
Providing subject matter expertise (SME) level of application level issues
Managing incident and problem management using the ITIL framework
Planning and testing of applications, configuration and database changes, and installation of upgrades and patches and update production support documentation
Investigate production issues and determine root cause and provide fix recommendations to the development team
Creating, developing and tracking solutions to the reported application errors
Resolving issues relating to current applications, providing assistance to the development
Coordinating work activities involving data centre, DBA's, Local and Global Technology Teams
Implementing and/or improving the application production support knowledge management repository(s) to ensure all are documented, process & procedures are cleared and periodic reviews are conducted
Supporting business during day-to-day activities and ad-hoc requests
Troubleshoot production incidents requiring detailed analysis of issues on web and desktop applications, Autosys batch jobs, and database
Provided ongoing internal reporting of performance measures and service levels
Monitored and promoted service improvements on an ongoing basis to continually improve the quality of services delivered and customer satisfaction
Executed DRE (Disaster Recovery Exercise) meeting failover/failback within RTA Window

Education

UG: **B.Sc (Computer Science)** from **Delhi University** in **2015**

PG: **M.Tech (Information Technology Work-Integrated Program)** from **VIT University** in **2019**

IT Skills

Skill Name	Version	Last Used	Experience
Unix shell scripting			
IBM MQ, ISM, JIRA ,WinScp			
Kibana,MS Excel			
ServiceNow, Rest Client, Dynatrace			
Ansible			
Unix			
SQL			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**