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Ramakrishna V ⭐ Featured

Working as a Consultant seeking roles in IT Support, Job scheduling tool Autosys, Application Support, Production Support, Incident Management, Project Management, Root Cause Analysis, Requirement Gathering, SQL Server, Autosys, Unix & ITIL.

Current Designation: Consultant	Total Experience: 4 Year(s) 5 Month(s)
Current Company: Ciber	Notice Period: 15 Days or less
Current Location: Chennai	Highest Degree: B.Tech/B.E. [Electrical]

Pref. Location: Chennai,Hyderabad,Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Associate Consultant,Tech Support Engineer,IT Support,Application Support,Production Support,Desktop Support,Incident Management,Project Management,Root Cause Analysis,Requirement Gathering,Systems Administration,Client Servicing,SQL Server,Autosys

Verified : 📞 Phone Number | Email - id

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

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Summary

Having a total of 4.5 years of IT experience in various banking and financial sectors and capital marketing. Technologies handled in the tenure of my IT period Different Job scheduler's AutoSys & Control-M, various Unix and Linux operating systems. Good knowledge in ITIL Process.

Work Experience

Ciber as Consultant
Nov 2019 to Till Date

Expertise in Autosys job scheduling and create, update or delete jobs/machines using JIL, provide interactive access, support job scheduling changes (Calendar updates, password update, perform send event commands in PRD /QA environment) based on the request from DEV team.
Monitor production jobs to ensure successful execution as scheduled and assist in troubleshooting of failed processes or jobs for root cause analysis.
Incident and change ticket management which include break fix in AutoSys, job promotions, administering/controlling the jobs through command line interface.
Jobs health check.
Supporting GL Archive
Monitor research analyze and report problems to programmer or PDO Teams.
Maintaining the shift turnover, which includes the current and the pending information from one shift to another
Build and manage job flows, calendar requirement and scheduling criteria.

Capgemini as Associate Consultant
Oct 2018 to Jun 2019

Incident and change ticket management which include break fix in Control M, job promotions, administering/controlling the jobs through command line interface.
Jobs health check.
Triggering SQL queries through MS SQL server 2014.
Checking the agent health checks.
Monitor research analyze and report problems to programmer or developer.
Maintaining the shift turnover , which includes the current and the pending information from one shift to another
Build and manage job flows, calendar requirement and scheduling criteria

Syntel pvt Ltd as Associate Consultant
Feb 2016 to Sep 2018

Incident management in Autosys which include the support for failure or

hung jobs.

Scheduling and promoting the jobs following the standard ITIL process.

Communicating with business heads and application managers during the issues with jobs triggering or for long running jobs.

Manual copy of files from source to destination as a part of break fix of Autosys issues using scp and sftp commands.

Supporting Eagle Pace Application for End-to-End Business integration as part of EAI.

Involving the various support teams at time of severe issues.

As it is an enhancement project, we usually interact with client over phone/e-mail/SFB frequently.

Monitoring/controlling production and test automated processes and working closely with the Systems Administration team to identify areas for improvement or possible automation

Providing first/second level support to end-users as needed

System problem research and resolution.

Education

UG: **B.Tech/B.E. (Electrical)** from **Jawaharlal Nehru Technological University (JNTU)** in **2012**

IT Skills

Skill Name	Version	Last Used	Experience
Autosys.WCC, Unix	R11,R11.4.	2021	3 Year(s) 7 Month(s)
SQL Server,	2014	2017	1 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				
Tamil				

Affirmative Action

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent / Temporary**

Employment Status: **Full Time, Part Time**