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Piyush Priyadarshi ⭐ Featured

Engineer- Cloud & Infra Services seeking roles in Middleware Administration,Requirement Analysis,Application Design,Middleware Development,Software Coding,Software Testing,TIBCO EMS,Administrator,Hawk,JDBC,JMS,Perl Script,SQL,PL/SQL,Shell Script

Current Designation: Engineer- Cloud & Infra Services	Total Experience: 4 Year(s) 5 Month(s)
Current Company: Larsen & Toubro Infotech	Notice Period: 3 Months
Current Location: Bengaluru / Bangalore	Highest Degree: B.Tech/B.E. [Information Technology]

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: Engineer- Cloud & Infra Services,Tech Support Engineer,Middleware Administration,Requirement Analysis,Application Design,Middleware Development,Software Coding,Software Testing,TIBCO EMS,Administrator,Hawk,JDBC,JMS,Perl Script,SQL,PL/SQL,Shell Script

Verified : 📞 Phone Number | Email - id

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

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Summary

Having around 4.5 Years of I.T. Experience of experience in developing Middleware solutions & Technical support. Have experience in different phases of the software lifecycle for integration projects ranging from Requirement Analysis, Design and Development. Worked as a Middleware Support engineer for TIBCO middleware. Expertise in TIBCO EMS.

Work Experience

🔘 **Larsen & Toubro Infotech** as Engineer- Cloud & Infra Services
Mar 2019 to Till Date

Clients   CITI BANK
Environment   TIBCO EMS and UNIX
Role   TIBCO EMS
Project Domain   Banking & Financial Services
Skill/Tools   TIBCO EMS and UNIX
Duration   March 2019 - Till date

Project was involving with CITI for NAM Production support. We are Supporting Middleware Applications for ICG Shared Services. Our application is used for integration with Front-end and back-end system through messaging services. NAM ProdOps project which involves supporting many integration components hosted on UNIX platforms
We were responsible for Citi Production Support

My Roles and responsibilities:

As a team member, I was responsible for NAM ProdOps team supporting the Admin deployments Using TIBCO Administrator involving,
Regular Manual Health checks on various environment servers where the Production applications are deployed and status reporting on UNIX server slices.
Monitoring Email Inbox for automated alarms and emails from other support teams like Application Team, DB, on UNIX and Window Admin servers.
Service management monitoring for Incidents and Change Requests.
Responding to telephone calls from applications support and third line support on all INCs raised on Service Management Suite.
Ability to review 'old' logs to see what is 'normal' and what abnormal state/behavior.
Supporting the Application which involves maintenance of Application Services.
Auctioning on the Incidents raised by the APP team on various alerts raised due to disruption of ProdOps Services., ensuring that the services and Applications are back without any outage.
Monitoring the various EMS, JMS queues and purging the queues on confirmation from Application Team.
Regular monitoring and cleaning of the disk spaces on UNIX server slices where the application is deployed.
End to End testing in all the production environments by checking the end to end flow involving Application Teams, identifying and fixing the components in case of failures in the flow.

Part of Regular Major releases every Quarterly and COB drills across all Production Line of Business.
Created Queues, Topics required for this application in TIBCO EMS.
Upgraded TIBCO environment from EMS 6.x to 8.x, automated creating ems objects queues, topics, bridges etc.
Did 24/7 on call support and coordinating with different teams for resolving the infrastructure issues
Involved in All cert Renewal Upgrades across all Production Line of Business.

Additional Responsibilities:

As a Team Member, I was also responsible for,
Preparing Shift-roster for team members to support 24*7 model and managing resources for each shift
Setting up team meetings, explaining current requirements to the team members, guiding them if they need any support.
Fetching the monthly/weekly incidents/Change tickets from Service-Now tool for analyzing the data, preparing reports to present in client meetings on monthly basis.
Accessing the impact of Issues, Create Impact Analysis document, provide fixes for the Defects raised on the team Queue.
Handling internal reports for; Training status, Knowledge Transfers.
Schedule and conduct meeting with clients to bridge requirement gap.
Co-coordinating with onsite.

◉ **CAPEGEMINI INDIA PVT LTD** as Associate Consultant
Aug 2016 to Mar 2019

Clients   Eneco
Environment   NA
Role   Technical support Engineer
Project Domain   Banking & Financial Services
Duration   Aug 2016 - March 2019

My Roles and responsibilities:

As a team member, I was responsible for server and network monitoring and infrastructure management which includes knowledge of Windows and Linux

Monitoring and escalating hawk alerts to the concerned team
Coordinating between teams for production issues
Implemented an issue escalation process to identify critical issues and perform automated notifications and appropriate escalations.
Raising vendor tickets for any issues which need to be get support from vendor.
Co-coordinating with vendor, resolving issues by setting up meetings.
Responding to telephone calls from applications support and third line support on all INCs raised on Service Management Suite.
Supporting the Application which involves maintenance of Application Services.
Maintained and updated customer service database
Special Project implementation of new software, Patching servers, troubleshooting, Light project planning coordinated migration of servers to new data centers.
To provide effective communication for all types of incident logged in Service now.

Additional Responsibilities:
As a Quality Team Player, I was responsible for
Co-coordinating with onsite counterparts for update on Fixes
Maintaining Internal Reports for Incident Trackers.
Co-coordinator for Client-Side trainings for both Onshore and Offshore
Train new employee and explain protocols and efficiently.

◉ **Tech Mahindra Ltd.** as Trainee
Mar 2016 to Aug 2016

Clients   NA
Environment   NA
Role   NA
Project Domain   IMS
Duration   March 2016 - August 2016

My Roles and responsibilities:

Fundamental IT IMS domain Practice (H/W, OS, Database, Storage, Cloud, Security, Application, Network and Services)
End User IT Management Practice (Window System and Linux System)
Network Management Practice (Cisco Switching and Routing, Security Management)
Soft skill Practice (Communication and Behavioral Development)

Education

UG: **B.Tech/B.E. (Information Technology)** from **KIIT University, Bhubaneswar** in **2016**

IT Skills

Skill Name	Version	Last Used	Experience
TIBCO EMS, Administrator, Hawk			
JDBC, JMS, Perl script, SQL, PL/SQL			
TIBCO-EMS 6.x/8.x,			
TCP/IP, SOAP, HTTP, FTP, UDP			
Shell Script			

Shell Script
BMS, HPSM, NAV-2009
Nagios, SAP Logon tool, SCOM
Service now
SSH Secure Shell, Putty
TIBCO HAWK, ITRS
Windows 2000/2003/2008/2010
Redhat Linux, Unix

Languages Known

Language	Proficiency	Read	Write	Speak
English				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time