



Raghavendra Malikereddy



Product Support Analyst seeking roles in Production Support, IT Project Management, Requirement Gathering, Bug Tracking, UAT, IT Program Management, Incident Management, Change Management, MySQL, power bi developer, ETL, DAX

Current Designation: Product Support Analyst	Total Experience: 3 Year(s) 0 Month(s)
Current Company: Broadridge Financial Solutions	Notice Period: 3 Months
Current Location: Bengaluru / Bangalore	Highest Degree: B.Tech/B.E.
Pref. Location: Bengaluru / Bangalore, Pune, Hyderabad	[Electronics/Telecommunication]
Functional Area: IT Software - Application Programming / Maintenance	
Role: Team Lead/Tech Lead	
Industry: Banking/Financial Services/Broking	
Marital Status: Single/unmarried	
Key Skills: Product Support Analyst, Team Lead, Production Support, IT Project Management, Requirement Gathering, Bug Tracking, UAT, IT Program Management, Incident Management, Change Management, MySQL, Power Bi, DAX, ETL Developer, Database Testing, UI Testing, UAT TESTING	
Verified : Phone Number Email - id	

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

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Summary

- * 3 years of overall IT experience in Product Support Analyst in Broadridge Financial Solution
- * Handling production issues with fundamental understanding on Reconciliation 7 Product.
- * Supported Reconciliation7 applications which interact with the MySQL database.
- * Handled Genius monitor tool to check the Reconciliation issues and clearing the genius alert using Mysql scripts.
- * Experience in building the RDBMS Scripts to extract the data from the database using Mysql knowledge.
- * Have been involved in the development and Fixing the issues and incident change management related to the Production support.
- * Working experience in RDBMS concepts like Tables, Inner Query, Joins, Extracting and Modifying data from tables

Work Experience

■ Broadridge Financial Solutions as Product Support Analyst Aug 2017 to Till Date

Project Name: BCN US
Designation: Member Technical
Product : Reconciliation 7
Role : Product Support Analyst

Project Description:

? Production support and maintenance of application (Reconciliation 7) , Reconciliation 7 technology enable a very high volume of transaction to be processed as wells as including the adaptability to cover growth in both existing and new business areas.

? Bankers send us the transactions and balances data from various vendors, Reconciliation 7 production reconcile the data in couple of hours and provide reconciled data in reconciliation module.

? Reconciliation Reports Module generated the reports after processing, the reports would help management to take the decisions/ plans to improve their business.

Roles and Responsibilities:

- ? Handling production issues with fundamental understanding of Reconciliation 7 product Knowledge.
- ? Hands on experience in using Mysql.
- ? Experienced in working with different file formats like swift MT940, 950, 535, 536, CSV, Excel, text Formatted files.
- ? Hands on experience in production critical issues.
- ? Experience on handling RDBM Queries using Mysql



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.

- ? Performing testing in UAT on productions issues for a permanent fix.
- ? Hands on experience in bug testing and raising it to L3 team for permanent fix.
- ? Hand on experience is extracting the data as per client requirement.
- ? Contributed many ideas in reducing the manual action/tasks.
- ? Maintaining and Supporting the Production and UAT environments.
- ? Experience in validating the production changes and Hotfix deployments
- ? Created RDBMS Pipeline to process the data into the system.
- ? Created RDBMS pipelines to extract a standard reports as per client requirements.

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Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **Karunya Institute of Technology** in **2017**

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IT Skills

Skill Name	Version	Last Used	Experience
WINDOWS			
MySQL			
Mysql Data base server			
Python , mysql			
Word, Excel.			
Bank Reconciliation			3 Year(s)
Power BI			2 Year(s)
ETL			

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Telegu	Expert	✓	✓	✓
Tamil	Expert	✓	✓	✓

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Affirmative Action

Physically Challenged: No

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