SNEHA KARANAM GANGAVARAM (1) Featured

Software Engineer seeking roles in Software Development, IT Service Management, Quality Management, System Analysis, Application Troubleshooting & Maintenance, MS SQL Server (SSIS, DBA etc), Oracle SQL Developer, Core Java.



Current Designation: Senior Technical Analyst Total Experience: 5 Year(s) 0 Month(s) Highest Degree: B.Tech/B.E. [Computers] Current Company: IntegriChain Inc

Current Location: Pune Pref. Location: Pune

Functional Area: IT Software - Application Programming /

Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Software Engineer, Software Development, Application Troubleshooting & Miantenance, IT Service

Management, Quality Management, System Analysis, Captiva, MS SQL Server 2012, 2016, SSIS, DBA, Oracle sql Developer

10g, Core Java, IBM DB2

Verified: Phone Number | Email - id

Last Active: 27-Sep-20 Last Modified: 3-Jun-20

Summary

- Software Engineer with 5 years experience providing optimized solutions to functional and technical issues in business applications that improve the quality of business deliverables.
- Proficient in IT Service Management that helps in optimizing the business performance.
- Proficient in analyzing data and reporting useful insights thereby creating business value.

Work Experience

IntegriChain Inc as Senior Technical Analyst Mar 2020 to Till Date

Eliptico IT Solutions pvt Itd as Software Engineer

Dec 2018 to Oct 2019

Eliptico IT Solutions Pvt Ltd as Software Engineer-Application Solutions Specialist Dec 2018 to Oct 2019

HealthCare Management System

- As a part of the HealthCare management project, I work with CASENET Client to provide solutions to the application issues in the TruCare system (Owned and maintained by CASENET LLC (MA, U.S.A)).
- Tools used Windows Power shell, Microsoft JIRA, Microsoft Jenkins, Atlassian Tool (Confluence), SQL Server database, TruCare (Healthcare application by CASENET LLC (MA, U.S.A)), iReports, jasper studio to check the jrxml for the jasper report.
- As a part of Engineering/application team, I write SQL queries using Microsoft SQL server 2016 to meet the customer requirements and to develop customer reports.
- Application upgrades, troubleshooting the issues, are the other few activities that I do as per the project's requirement.

HSBC Global Technology Centre as Software Engineer

Aug 2012 to Aug 2016

applications (E.g. Group Workflow and Image System, Image Automated Workflow System, Business Product Management)related to Production support and developed solutions to critical incidents working with the backend solutions such as DB2,SQL Developer and SQL Server for various applications over different countries holding critical User financial and confidential banking information in the form of encrypted documents.

- This enabled the users to procure and manage various financial documents and to retrieve them as and when required in applications such as CREDIT CARD PROCESSING, LOAN PROCESSING etc.
- Worked in a 12-member team from offshore which tracked a team's application handling capabilities in incident, problem and change management using Excel that managed the risks of SLA breaches and system failures.
- Handled incident, problem and change management tasks effectively maintaining the SLA times.
- Solved first level, second level, and third level application issues that are logged as incidents using the workflow Software developed by the internal team of HSBC from China.
- Played the role of admin in managing the data and helped the users procure the banking documents by maintaining the bank's compliancy standards.
- Provided optimal business solutions by acknowledging the system issues and user incidents, acknowledging mails, mobile alerts, raising CRs as and when required followed by debugging in * Worked on the Captiva project named CMB Canada and CMB projects of other countries under the HSBC arena with Captiva system. The role required me to create various databases in SQL developer Software and store user specific information, manipulate the database, log in user amendments, monitor the scanned batches, providing user roles to create and access batches, perform health check tasks on the system maintenance, VB.Net code enhancements for new business additions, code analysis for resolving the production issues, defect logging for quality and resolution in the Captiva Utility.
- Created Internal Design Document (IDD), External Design Document, Dashboard entries and creations for the Captiva Project and created complex UML diagrams for modeling the requirements for many new applications related to production support in the project.
- Monitored the entire batch processing of the scanned documents daily by tracking the batch job failures, analyzing the errors and exceptions, and resolving them. (which sometimes involved dealing with the infrastructure teams)
- Collaborated with onsite team from China/UK and worked with them in solving complex issues thereby creating business value and helping in the smooth flow of project operations.
- Adapted to challenging situations faced during system outages and team unavailability and developed astute resolutions which led to client appreciation that strengthened the relationship with the client.
- Trained approximately 3-4 members in the application support and production support process and established effective communication with clients and users for handling applications thereby promoting people development. Also trained two of the team members in database management and maintenance, accessing of data and manipulation in the Captiva Environment.
- Acquired training on Captiva Designer from EMC.

Education

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

IT Skills

Skill Name	Version	Last Used	Experience
CORE JAVA		2012	2 Year(s) 0 Month(s)
JavaScript		2013	1 Year(s) 0 Month(s)
Oracle SQL Developer	10g	2016	2 Year(s) 0 Month(s)
MS SQL SERVER	2012,2016	2019	3 Year(s)
SSIS,DBA		2019	1 Year(s) 0 Month(s)

Languages Known

French

Affirmative Action

Physically Challenged: No

Work Authorization

Countries: India

Job Type: Permanent

Employment Status: Full time