



**Himanshusekhar Sahoo**

System Engineer seeking roles in Production Support, Application Support  
, Oracle, SQL, PL/SQL, Unix, Shell Scripting, SQL Developer, Putty, BMC Remedy, IBM  
Tivoli, Nagios, Ansible Change Management, Incident Management.

Current Designation: System Engineer -Production Support	Total Experience: 4 Year(s) 10 Month(s)
Current Company: Syniverse Technology Services (India) Pvt. Ltd	Notice Period: 1 Month
Current Location: Bengaluru / Bangalore	Highest Degree: B.Tech/B.E. [Computer Science and Engineering]
Pref. Location: Bengaluru / Bangalore, Pune, Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: System Analyst	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: System Engineer, System Analyst, Production Support, Application Support, Oracle, SQL, PL/SQL, Unix, Shell Scripting, SQL Developer, Putty, BMC Remedy, IBM Tivoli, Nagios, Change Management, Ansible, Incident Management	
Verified :  Phone Number   Email - id	

Last Active: 23-Jan-21

Last Modified: 23-Jan-21

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## Summary

An IT professional having 4+ years of Experience in Production Support (SQL, LINUX, SHELL SCRIPTING, ITIL Certified and PL/SQL).

## Work Experience

**Syniverse Technology Services (India) Pvt. Ltd** as System Engineer -Production Support  
Mar 2016 to Till Date

Project #:  
Product : DataNet  
Team Size : 12  
Technology: sql, pl/sql, Linux, Shell Scripting  
Role : Support Engineer  
Monitoring Tool : IBM Tivoli, Nagios, Dashboard  
Duration : March 2016 to till date  
Description:

DataNet is a service allows GSM operators to comply with the GSMA Near Real Time Roaming Data Exchange (NRTRDE) mandate to enhance their fraud protection capabilities. With DataNet, there is a near real-time exchange of call records which allows operators to track roaming activity in a timely manner. This near real-time exchange of call records will replace the existing High Usage Report process currently used to monitor for possible fraud activity. With DataNet, for the Visited Operator, the call records are sent from the switch or mediation device to Syniverse. Syniverse then converts the call records into the TD.35 format, separates them into files for each roaming partner, and sends them to the Home Operators. Each Home Operator can then use their fraud management system to monitor and take action on any possible fraud activity. Exchanging the CDR information files between the two parties (network operators/customers/vendors). Syniverse plays a major role in exchanging these files globally. EDT is nothing but an Electronic Data Transfer. EDT is the gateway to NRTRDE system. Anything coming to NRTRDE or going out of NRTRDE needs to go through the EDT. EDT supports the transfer of files to and from the customer/vendor

Responsibility:  
Track all production alerts through resolution.  
Communicate with business regarding impact of issues and Estimated times until such issues are fixed.  
Perform the daily health check of the application on production environment.  
Identification of recurring problems and escalation for permanent fix. Reporting the technical issue to the L3 and development team.  
Involved in code level investigation of the jobs (UNIX, Shell Scripting, Oracle 11g, SQL, PL/SQL, Packages and Procedures).  
Checking report generation for different system on their schedule time.  
Responsible for tracking help desk tickets to identify technical issues and either resolve those issues or escalate them to other team if required.  
Interacting with the customer and get specifications for enhancement



### 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.

Interacting with the customer and get specifications for enhancement.  
Responsible for providing the support in L1/L2 level depending on the priority of the issue to meet customer's SLA.  
Monitor and resolve all the s1/s2/s3 tickets in our queue.  
Give the status report of ticket to manager of our department.  
Participated in CAB call to represent the changes.  
Executing cron jobs & preparing zip, tar file and running the scheduled scripts.  
Checking report generation for different system on their schedule time.  
Verify that nightly batch milestones are met.  
Participating on the new release Bridge Calls to validate the Applications.  
Preparing the SLA Reports and Investigating the Issue and Identifying the Cause of the Issue.  
Documenting all sorts of application related documents and KB (Knowledge Article) for future reference and easy tracking .knowledge sharing among the team member.

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Education

UG: **B.Tech/B.E. (Computer Science and Engineering)** from **Biju Patnaik University of Technology, Rourkela** in **2011**

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IT Skills

Skill Name	Version	Last Used	Experience
ORACLE 11G			4 Year(s) 9 Month(s)
SQL, PL/SQL, UNIX, Shell Scripting			4 Year(s) 9 Month(s)
Shell Scripting			4 Year(s) 9 Month(s)
SQL Developer, PUTTY, BMC REMEDY			4 Year(s) 9 Month(s)
Linux			4 Year(s) 9 Month(s)
IBMTivoli, Nagios, Dashboard			4 Year(s) 9 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✓	✓	✓
Hindi	Proficient	✓	✓	✓
Odia	Expert	✓	✓	✓

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Affirmative Action

Category: **General**  
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**  
Employment Status: **Full time**

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