



Shirisha Aduri

Seasoned professional with 6.6 years of experience. Expert in SQL,SQL Server Reporting Services,Incident Management, Problem Management



Current Location: Hyderabad / Secunderabad Total Experience: 6 Year(s) 0 Month(s)
 Pref. Location: Bengaluru / Bangalore,Hyderabad Notice Period: 15 Days or less
 Functional Area: IT Software - Application Programming / Maintenance Highest Degree: NA[na]
 Role: System Analyst
 Industry: IT-Software/Software Services
 Marital Status: Single/unmarried
 Key Skills: [SQL Server,SQL,SQL Server Reporting Services,Incident Management,Problem Management,Root Cause Analysis,RCA,QC,Excel Powerpoint](#)
 Verified : Phone Number | Email - id

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

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Summary

- * A database professional with 6.6 years of experience in Information Technology
- * Around 6.3 years of experience in Application Support Working experience in rotational shifts and for 3 months as QC.
- * Worked as Production Support, attending production calls, system Monitoring, troubleshooting the application and resolving bugs.
- * Good understanding operational processes like Incident Management, Change Management, Problem Management, Release Management and Service Improvements.
- * Provided an in-depth analysis to resolve production and application issues.
- * Worked with QA, Release Management and L3 Support teams to ensure Quality Rollouts
- * Interacted with the business users, collected the requirements, analyze the requirements, design and recommend solutions.

Work Experience

Black Knight Financial Services as Data Analyst II Oct 2020 to Jan 2021

- ? Responsible for product maintenance and worked on Ad-hoc report sql queries requested by the business
- ? Analyzed and reviewed the user/business requirements and functional specification documents.
- ? Ability to identify, report, and review defects in assessing application quality.
- ? Created and Executed complex SQL queries to fetch data from a source table in SQL Server database server to validate and compare expected results with the actual records in the target table.
- ? Escalating issues to the necessary team that may arise during the process.
- ? Creating appropriate documentation that allows stakeholders to understand the steps of the data analysis process and duplicate or replicate the analysis if necessary

RealPage as Developer Analyst Nov 2018 to Sep 2020

Logging all relevant incident/service request details, allocating categorization and prioritization codes.
 Resolving incidents/service requests when first contacted whenever possible
 Escalating incidents/service requests that they cannot resolve within agreed timescales.
 Conducting customer/user satisfaction call-backs/surveys as agreed.
 Analyzing the issues and resolving the same, proposing a workaround to maintain business continuity and ensuring minimum business downtime. Identifying the critical issues and taking prompt and effective actions spontaneously.
 Providing the end user communication for critical issues like service delays/disruption with ETAs. Daily system and application health checks are performed to ensure the smooth running of the application. Handling user queries related to reports, daily job schedules/Database management and providing the solutions within the specified SLAs.

Logit one technologies as Software Engineer Jul 2016 to Nov 2018

Capgemini as Software Engineer Nov 2013 to Oct 2015



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.

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Education

UG: **B.Sc (Computers)** from **Osmania University** in **2013**

PG: **NA (na)** in **0**

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IT Skills

Skill Name	Version	Last Used	Experience
SQL	SQL server	2020	6 Year(s) 5 Month(s)
Incident Management		2020	6 Year(s) 3 Month(s)
SSRS			
Problem Management			
Root Cause Analysis			

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Languages Known

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

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Projects

Project Title: Property Management Company

Client: Property management company

Nature of Employment: Full Time

Duration: Nov 2018 - Jun 2020

Onsite / Offsite: Onsite

Project Details: RealPage is a provider of software and data analytics to the real estate industry. Clients use our platform to improve operating performance and increase capital returns. It benefits owners and managers of various rental property types, including conventional, affordable, military, student, single-family, senior and vacation housing. We also provide commercial and mixed-use property management solutions.

Project Title: Oceanview Visibility

Client: DHL, Ahlers, Fiege

Nature of Employment: Full Time

Duration: Jul 2016 - Nov 2018

Onsite / Offsite: Onsite

Project Details: Ocean Freight products covering different equipment types and consolidation services ensure the cargo reaches the right place, at the right time in a cost-efficient way. They work with a spread of ocean carriers covering major carrier alliances with planned space protection from every major container port in the world to deliver reliability.

Project Title: Production Support

Client: IKEA Trading India Pvt. Ltd.

Nature of Employment: Full Time

Duration: Nov 2013 - Oct 2015

Onsite / Offsite: Onsite

Project Details:

Description: IKEA is a multinational group of companies that designs and sells ready-to-assemble furniture (such as beds, chairs and desks), appliances, small motor vehicles and home accessories.

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Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Countries: India

Job Type: Permanent

Employment Status: Full time

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