



**LEENA HARPAL**

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Production Support Engineer in Operations seeking roles in Problem Management, Change Management, Data Integration, Access Management, Identity Management, Root Cause Analysis, Java, SQL Server, Python, MySQL, GIT, Linux, RDBMS, Cognos, ITIL V3, ServiceNow

|   |   |
|---|---|
| Current Designation: Production Support Engineer in Operations (Consultant IPsoft Global Services)  | Total Experience: 1 Year(s) 6 Month(s)  |
| Current Company: MOODYS Analytics   | Notice Period: 15 Days or less          |
| Current Location: Bengaluru / Bangalore   | Highest Degree: B.Tech/B.E. [Computers] |
| Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad   |   |
| Functional Area: IT Software - Application Programming / Maintenance  |   |
| Role: System Analyst  |   |
| Industry: IT-Software/Software Services   |   |
| Marital Status: Single/unmarried  |   |
| Key Skills: Production Support Engineer in Operations, Tech Support Engineer, Problem Management, Change Management, Data Integration, Access Management, Identity Management, Root Cause Analysis, Java, SQL Server, Python, MySQL, GIT, Linux, RDBMS, Cognos, ITIL V3, ServiceNow |   |
| Verified : Email - id   |   |

Last Active: 20-Jan-21

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## Summary

1.6+ years of experience working in collaboration with Fortune 500 companies in IT Operations and Maintenance. Hands-on experience in 24x7 L2 level application support, troubleshooting and resolving high priorities incidents and tickets. Leveraged ITIL practices to improve service delivery and customer satisfaction.

## Work Experience

### MOODYS Analytics as Production Support Engineer in Operations (Consultant IPsoft Global Services) Jul 2019 to Till Date

Orchestrated and scheduled jobs in the Production Environment for the Applications of EBS (Line of Business) in Moody's Analytics using the Control-M Scheduler tool.

Diagnosed and fixed production issues for 6 applications such as Peoplesoft Financial, IBM Cognos ICM and Dell Boomi..

Developed root cause analysis for critical workflow and session failures during Data Integration on Informatica PowerCenter Workflow Manager.

Performed incident resolution, problem management, change management and other activities according to agreed SLAs .

Trained 3 junior members of IT team regarding the support process and troubleshooting of the client's queries Collaborated with product owners and developers during testing enhancements, fixes in Test environment and releasing codes in production environment after satisfying results and signoff from business and all relevant support teams.

Managed access for the users using Identity and Access Management tool like SailPoint

Decreased applications errors through discovery of redundant data within the database, which led to working with the Development team on clean up of data.

Achieve 95% customer satisfaction rating and maintain one of the highest solved ticket counts on the team.

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## Education

UG: B.Tech/B.E. (Computers) from Chhattisgarh Swami Vivekanand Technical University, C.G in 2018

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## IT Skills



### 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.

| Skill Name           | Version | Last Used | Experience |
|----------------------|---------|-----------|------------|
| JAVA, PYTHON         |         |           |            |
| Linux                |         |           |            |
| WINDOWS/Linux        |         |           |            |
| MySQL/sql Server     |         |           |            |
| Servicenow/ITPcenter |         |           |            |
| Git/GitHub           |         |           |            |
| ITIL v3 Fundamentals |         |           |            |

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Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| English  |             |      |       |       |
| Hindi    |             |      |       |       |

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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