



Veena N V

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Technical Support Engineer seeking roles in Application Support, RPA Application Maintenance, Product Support, IQ Bot, Automation Anywhere, Microsoft IIS, SQL Server, SQL Queries, Service Now, Zendesk, Salesforce.

Current Designation: Technical Support Engineer -RPA Total Experience: 6 Year(s) 0 Month(s)

Current Company: Automation Anywhere Softwares Pvt Ltd Notice Period: 2 Months

Current Location: Bengaluru / Bangalore

Highest Degree: BCA[Computers]

Pref. Location: Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Technical Support Engineer, Application Support, Application Maintenance, Product Support, Incident Management, Change Management, Automation Anywhere, Microsoft IIS, SQL Server, SQL Queries, Service Now, Zendesk, Salesforce, Artificial Intelligence

Verified : Phone Number | Email - id

Last Active: 22-Jan-21

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Summary

BCA qualified professional with over 5 years of experience in RPA support- Automation Anywhere Software (Control room, IQ Bot, AAE Client/Agent- Task bot and Metabots)
Skilled in analyzing information system needs, evaluating end-user requirements, custom designing solutions, and troubleshooting for complex information systems management
Gained experience in Microsoft IIS 6.0/7.0/7.5/8.5, possess strong knowledge of IIS and SQL.
Worked for an ITSM application- Symphony SUMMIT delivering the services of Incident, service and change management.

Work Experience

Automation Anywhere Softwares Pvt Ltd as Technical Support Engineer -RPA
Dec 2018 to Till Date

Project Undertaken

Project: Automation Anywhere Enterprise Control Room, Client and IQ Bot

Period: 1 year, 10 months

Learning: Automation Administration from advanced tool and manage bot runs.

Key Result Areas:

Perform a pre-requisite check in the Windows servers prior to the application hosting depending on the version of the application needs to be deployed.

Installing Automation Anywhere application in internal and external environments in DEV, QA and PRD for both consolidated and dedicated Windows servers 2012- 2019.

Set up the Control room and client as required - HA Load balancers, HTTP/HTTPS, AD/Non-AD authentication for the users

Administration of the Control Room, client and IQ Bot applications

Migration of the bots from one version to another version

Upgrade of the applications

Troubleshooting issues related to Control Room:

- Connectivity between control room and AAE client

- User creation/deletion

- Managing creator/runner account license

- User roles management

- Login activities of the user accounts

- Bot run/schedules and deployment [Autologin and RDP based approach]

- Dashboards displaying number of bots run per day, bots failed, success rate of the bots till date, schedule management, analytical dashboards etc.

- Activity related to bots- In progress, history

- Managing audit logs in the control room related to user activities

- Version control (SVN)

- credentials, lockers management

- Device management



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.

Service management

- Work load management which enables to create device pool and a queue of work items that could deploy to the runners
- Email Settings
- Migration

Troubleshooting related to AAE Client:

- Login issues, upload/download of the bot files, repository management, bot file check-in and check-out using svn sync
- Local schedules, Triggers, properties of the bot files
- Autologin settings/ RDP based settings
- Bot file and folder permissions
- User account management
- All commands used in bot creation
- Normal bots and Metabots

IQ Bot: [Activity and Troubleshooting]

- Installation, Migration and Upgrade activities
- Registering Control Room application with IQ Bot
- Creating Learning instances/ Deleting
- Training the documents for data extraction
- Editing the bots and setting to PROD
- Classification of the documents
- Import/export of the trained instances
- Output generation to CSV

■ **Summit IT Solutions Pvt. Ltd.,** as Software Engineer - Product Support Nov 2017 to Dec 2018

Project Undertaken

Project: Symphony Summit

Period: 10 months

Learning: Interaction, Process Management, Technical skills and Corporate objectives.

Key Result Areas:

Hosting the Product in the customer environment (On-Premises and On-cloud).
Configuration of SLA service window, Priorities, Impacts and Urgencies according to the customer requirements.
Configuring the Mail2Ticket service in the tool (Mailbox, notification parser)
Managing the Incident, Service Requests and Change Requests modules.
Troubleshooting the issues related to Service management (UI level and SQL DB)
Managing the custom scheduled jobs in the tool.
Creating and managing users in the Tool (AD Sync is possible). Providing permission to the users as analysts to the required tenants and workgroups.
Creating Clustered storage to save attachments for the Load balanced server.
Configuring the Notification templates triggering to users via mails
Creating service catalogs, user groups and workflows associated.
Configuring Classifications and category as per the client requirements in the tool.
Configuring and managing change management workflows (Standard, Minor, Major and Expedited).
Creating Role templates for the user permissions.
Customizing user dashboard with bulletin boards, Top 5 incidents/Last 5 incidents raised, Information Ticker etc.
Creating Tenants/Instances (implementation).
Troubleshooting issues related to Incidents, Service requests, Change requests and Mail2Tickets

■ **Cappgemini India Pvt Ltd** as Senior Analyst Dec 2014 to Nov 2017

Project Undertaken

Project: Eli Lilly and Company, USA

Period: 3 years

Learning: Interaction, Process Management, Technical skills and Corporate objectives.

Key Result Areas:

Hosting sites in internal and external environments in DEV, QA and PRD for both consolidated and dedicated servers in 4.0 and 4.5 and 4.6 environments.
Introducing the sites using REPLIWEB Server Console for code deployments in environments and Manual deployments.
Installing & configuring .NET Framework, Application Software (Oracle, SQL) and any third-party software required.
Leading the migration of sites from old .net servers (4.0, 4.5) to new .net servers (4.6) through cutover activities.
Executing the hosting of sites in load balanced servers
Configured multiple websites in IIS using Virtual IPs, multiple ports and Host headers
Coordinating with other Teams - SQL, Platforms (Windows) to plan .Net application activities basis dependencies amongst them.
Creating Universal groups for providing access to the developers to the shared location.
Creating schedule tasks.
Worked on SQL server to take backup and restore and also some basic activities.
Provided security to application through authentication settings in IIS and also through SSL (Include CSR creation, SSL certs installation and renewal of expired certs and import/export of SSL certificates)
Performing Go-Live activities of the sites (Setting up WWW. Domains)
Providing technical support in permissions issues, encryption, authentication, performance, Repliweb issues, migration activities, load balanced URLs.
Spearheading the analysis of IIS logs, Event viewer logs and Task Manager; rebooting the servers including pre and post verifications.
Monitoring the workflow activities, redirection and go-to activities in K2 Black Pearl
Exposure of Team Management, Customer Service to achieve optimum level of Service Level Agreements ensuring that the delegated task is completed with quality parameters and procedures as per the stringent norms to for customer satisfaction & business retention.
Discussing and scheduling project execution activities (Change Management, Production Support for newly released modules)

Education

UG: **BCA (Computers)** from **Reddy Jana Sangha First Grade College** in **2013**

Other Qualifications/Certifications/Programs:
Robotic Process Automation Professional V11.0

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IT Skills

Skill Name	Version	Last Used	Experience
Microsoft IIS	6, 7, 8		3 Year(s) 7 Mbnth(s)
SQL			2 Year(s)
Sql 2005/2008 server			
Service now			
Zendesk and Salesforce			
Automation Anywhere Softwares	11x,A2019	2020	2 Year(s) 0 Mbnth(s)

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Languages Known

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

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Projects

- Project Title: Eli Lilly and Company

Client: Eli Lilly and Company

Nature of Employment: Full Time

Project Location: Bangalore

Role: Other

Skill Used: IIS Server, Troubleshooting, Installation Framework, Web Hosting, Application Software Support,

Role Description: Web hosting operations on the Windows servers 2008 R2, 2012 R2

Interaction with various teams to setup the site on the servers

Site Mgration, deployments, retirement, SSL renewalation, Repliweb

Duration: Dec 2014 - Feb 2017

Onsite / Offsite: Offsite

Team Size: 12
- SNOW- Ticketing tool

Project Details: Eli Lilly and Company is an American global pharmaceutical company with headquarters located in Indianapolis, Indiana, in the United States. The company also has offices in Puerto Rico and 17 other countries. Its products are sold in approximately 125 countries.

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent
Employment Status: Full time

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