



**PRATYUSH RATH**

Application Support Engineer seeking roles in IT Project Management, Application Support, IT Incident Management, KPI Analysis, Technical Support, IT Infrastructure Management, IT Quality Assurance, IT Recovery Management, System Support, Process Automation

Current Designation: Application Support Engineer	Total Experience: 6 Year(s) 0 Month(s)
Current Company: JP Morgan Chase & Co	Notice Period: 1 Month
Current Location: Hyderabad / Secunderabad	Highest Degree: B.Tech/B.E. [Electrical Engineering]
Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: System Analyst	
Industry: Banking/Financial Services/Broking	
Marital Status: Single/unmarried	
Key Skills: Application Support Engineer, System Analyst, IT Project Management, Application Support, IT Incident Management, KPI Analysis, Technical Support, IT Infrastructure Management, IT Quality Assurance, IT Recovery Management, System Support, Process Automation	
Verified :  Phone Number    Email - id	

Last Active: 19-Jan-21      Last Modified: 19-Jan-21

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## Summary

B.Tech. professional with over 6 years of rich experience in Application Infrastructure Maintenance & Upgradation, Application Stability/ Support/ Monitoring, Batch Transmission and Batch Processing in the Banking domain  
Strong exposure of examining the fine-tuned application performances by considering all the application performance factors and ensuring the delivery of a seamless application performance  
Hands-on experience of job scheduling tools, batch transmission and validation and smart schedulers for feeds and batches  
Forward-focused professional with expertise in UNIX, Windows, Windows Server 2008/2012, Apica, Geneos, App Dynamics, Informatics (Workflow Monitoring) and Shell Scripting  
Fair knowledge on Incident Management tools like HPSM, ServiceNow and tracking tools like Jira and SharePoint  
A keen planner with skills in mapping requirements of clients, end users, service providers and vendors  
Rich experience on Win Automation Tools on Windows Server 2012

## Work Experience

- JP Morgan Chase & Co** as Application Support Engineer  
Jul 2016 to Till Date

### Key Result Areas:

Creating UNIX shell scripts along with UNIX SA Teams to automate batch processing  
Identifying NVAs and documenting the known cases to fit the automation within the defined framework  
Enhancing the automation framework by evaluating and incorporating the KPAs/ KPIs from previous quarters  
Managing operational issues and performing both short-term resolution and development of long-term preventive measures  
Administering end-to-end management activities for all severity 1 & 2 incidents support applications  
Leading and driving the ad hoc Technical Recovery Team to minimize business disruptions to business partners  
Sharing notifications and incident status with higher management and client  
Collaborating directly with Incident Lifecycle coordinators to provide initial incident response  
Conducting Root Cause Analysis for application instability and failures  
Supervising batch and backup jobs for multitude of Business Units with various systems and packages  
Working on all the assigned application change management activities  
Executing incident, problem and change management while adhering to the BCP procedures  
Performing Batch Processing and Batch Rectification through AutoSys and



### 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.

Control Mtools  
Liaising with the stakeholders like Senior Management, Development Teams, End Users and Unit Leaders for discussing the application problems & issues  
Rendering support to the Higher Management on complex issues  
Supporting front line and second level infrastructure as a part of IT Operations  
Team to deliver best customer service to Business Partners / Application Owners  
Monitoring the application for any performance issues and communicating the same to the stakeholders  
Examining issues of Business Partners in a timely manner and following up on the recommendations and action plans  
Documenting and tracking the timeline of events of the process to find resolution for each incident managed for conducting the root cause analysis

■ **Wipro Technologies** as Project Engineer (Outlook Server Maintenance)  
Apr 2014 to Jul 2016

Key Result Areas:  
Executed & supported all critical service management processes like incident management, problem management, configuration management and application enhancements  
Shared release management and configuration management related inputs to the Application Development Team  
Configured system developed scripts and other technologies to automate the business workflow and improve productivity at reduced costs  
Managed outages which had direct impact on the end user

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## Education

UG: **B.Tech/B.E. (Electrical Engineering)** from **Institute of Technical Education & Research, (Siksha O Anusandhan University), Bhubaneswar** in 2013

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## IT Skills

Skill Name	Version	Last Used	Experience
Unix			
AWS			
SPLUNK			
Windows server 2008/12			
SQL			
BMC Control M			
AUTOSYS			
Apica			
App Dynamics			
Geneos			
Informatica			

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Odia				
Telugu				

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## Affirmative Action

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

## Work Authorization

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

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