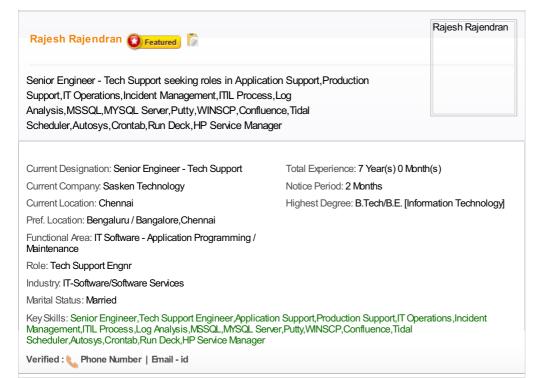


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Summary

management.

Last Active: 19-Jan-21

Jump to Section

7 years of experience in Application support, Infra-Production support, Application & Infrastructure Engineer and IT

# **Work Experience**

Sasken Technology as Senior Engineer - Tech Support

Apr 2019 to Till Date

Project 4: (4 April 2019 - Till now) Caterpillar Digital Web Application Production Support

Last Modified: 19-Jan-21

Work Experience | Education | IT Skills |

Role/Position: Senior Engineer

Responsibilities:

Monitoring alerts in TMART & Silk Performance Manager.

Strict adherence to SLAs in Incident management and handling P1 P2 critical incidents.

Sync up with backend engineering teams regarding the Bug in the product setup and creation of CPIs & drive to closure.

Analyzing the Azure logs for any critical issues like Portal down, subscription issues, scheduled reports are not generated in the CAT digital web portals.

Ticketing tools: CRM, Service Now and SalesForce

Azure environment? Application restart, Analyzing application logs (application insights & application weblogs), Blob storage, web job scheduling for mass migration/subscription.

Weekly/monthly SLA meetings and presentation of Ticket velocity to the Client

#### Achievements

Awarded Twice as the ?Virtuoso of the Month ?in ?Insurance Services? IT IS Practice-Cognizant Technology Solutions. Awarded with the certificate of Appreciation for ?Exemplary Performance? directly from the Client Vice President. Awarded Cognizant Infrastructure Services (CIS) ? HOX Champion of the Month. Awarded with the Certificate of Appreciation as Customer Champion.

WIRECARD India Pvt Ltd as Senior Support Engineer

Jun 2017 to Apr 2019

Project 3: (June 2017 - April 2019) ANZ, Cibanco and OCBC Bank (Issuing and Acquiring)

Role/Position: Support Engineer

Responsibilities

Taking ownership and managing Day-to-day health checks, monitoring alerts, Daily audits of L1 Team. Analyzing the transaction failures in the backend SQL server and working on it extensively to resolve the issues. Providing first-hand information to Clients about the scheduled and planned activity/releases. Business Operation activities: Card generation process, Front-end report uploads and analysis of missing of reports, Batch processing, Edit package raw file downloads and processing, MSA and MASTER file download process. Initial level support to ANZ Prepaid cards/Travel cards/Salary cards, Cibanco and OCBC Banks

# **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 Incident Management and extensive knowledge of working in P1 P2 severity high critical tickets.

Cognizant Technology Solutions as Associate - Tech Lead Jun 2013 to Jun 2017

Project 1: (June, 2013 - November, 2014) XL Insurance (XL Catlin, now)

Role/Position: Production Support Engineer

Responsibilities:

Proactive health monitoring and system availability.

Working experience in ITIL process on Incident management, problem management and change control.

Solving/handling issues in application, resolving incident cases and service request.

Application related process monitoring, troubleshooting and providing solutions in the agreed SLA timings.

^ Back to Top

### **Education**

 $\hbox{ $\cup$G: B.Tech/B.E. (Information Technology) from Anna University in $2012$}$ 

^ Back to Top

#### **IT Skills**

Skill Name	Version	Last Used	Experience
UNIX, Windows XP/Windows7, Windows Serve			
MSSQL, UNIX/LINUX			
MYSQL Server 2008, 2012			
Putty, WINSCP, Confluence			
Tidal Scheduler, Autosys, crontab			
HP Service Manager			
CA Service Desk			
Service Now and Jira			
SALESFORCE			

^ Back to Top

# Languages Known

Language	Proficiency	Read	Write	Speak
English				
Tamil				

^ Back to Top

## **Affirmative Action**

## **Work Authorization**

Physically Challenged: No

Job Type: Permanent Employment Status: Full time

^ Back to Top

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