

VIVEKANAND 

Sr. Software Engineer seeking roles in Production/Application/Technical Support & Maintenance, Incident Management, Root Cause Analysis, Issue Resolution, Java, SQL/PLSQL, Data Analysis/Visualization, Big Data Analysis, HTML/CSS/JS, Shell Scripting

Current Designation: Sr. Software Engineer

Total Experience: 5 Year(s) 7 Month(s)

Current Company: Wipro Limited

Notice Period: 2 Months

Current Location: OXFORD

Highest Degree: PG Diploma [Data Science]

Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Production Support, Application Support, Technical Support, Incident Management, Root Cause Analysis, Issue Resolution, Java, SQL, PLSQL, AWS, Data Analysis, Big Data Analytics, Html5, CSS, Javascript, JSP Servlets, PHP, Data Visualization, Tableau, Shell Scripting

Verified : Phone Number | Email - id

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

Summary

B.Tech. (Computer Science Engineering) professional with nearly 6 years of experience in Production Support and Maintenance. Currently associated with Wipro Limited, Bengaluru as Sr. Software Engineer; currently working at onsite location (Oxford, UK - since 2018). Provided support in resolving application errors and delivering excellent client service, enhancing performance & system efficiency. Experience in analysing information system needs, evaluating end user requirements, custom designing solutions and troubleshooting for complex information systems management. Completed PG Diploma in Data Science from IIT Bangalore, consistently scored > 85th percentile on all projects for Data Management & Analytics, Statistics, Predictive Analytics, Big Data Analysis, Case Studies & Capstone Project. Hands-on experience in Data Analytics & Governance, Statistics & Exploratory Data Analysis, Big Data Analysis and Data Visualization.

Work Experience

Wipro Limited as Sr. Software Engineer
May 2015 to Till Date

Deputations:

May'15 - Sep'15 - Kolkata

Oct'15 to Mar'16 - Chennai

Apr'16 to Jan'18 - Bengaluru

Since Feb'18 - Oxford, UK

Key Result Areas:

Interfacing with clients to gather business requirements and conducting system analysis for the production support related activities

of the project

Monitoring the project progress & outstanding issues to ensure the quality & timeliness of deliverables; extending post implementation

support to team members by identifying defects, inconsistencies & errors
Collaborating with stakeholders and 3rd party vendors on diverse projects, executing real-time workaround and conducting root cause analysis to troubleshoot and resolve issues
Installing application & infrastructure fix in production environment, checking code and creating technical design
Devising automation activities to enhance overall efficiency by mitigating manual work
Liaising with the client to assess the requirement based on the business process analysis (As -Is, To-Be) and providing the optimum automation solutions
Providing immediate remedial solutions for the unforeseen bottlenecks in the process within 0% downtime
Eliminating manual health check/ eyes -on-glass monitoring by deploying firm-wide standard monitoring tools
Reducing toil through BAU activities; generating weekly & monthly reports, extracting logs and data to internal users
Analysing and extracting relevant information from large amount of both historical structured and unstructured data to help automate and optimize key processes

Achievements:

Contributed in successful implementation of GDPR (EU Personal Data Protection Law) compliance into the project in 2018
Automated various tedious support related task which helped in reducing the support overhead in 2019 & 2020
Contributed in developing the Proof of Concept for "Reviewer Recommender" system; the project was acquired by the client in 2018

IT Projects

Client: Reed Elsevier

Period: Apr'16 till date

Role: Production Support & Maintenance Lead

Responsibilities:

Coordinating with the client's Service Manager to ensure that the incidents & priority issues are addressed at the earliest
Analysing the production issues received from the customer support channel, identifying the root cause and delivering the required

code & database changes to resolve the same

Acting as the Product Incident Manager and communicating with the required stakeholders for the necessary actions ; performing

activities to mitigate such incidents in future

Developing utilities for any recurring requests from the customer/ end-user and sharing the same with the L1/L2 support

Generating scripts for automating proactive recovery or data fix for any known issues to reduce the support tickets and enhance the

end-user experience

Contributing as SPOC (Single Point of Contact) for the product for any information/ queries/issues

Leading the offshore L3 Production Support Team for day-to-day support activities

Developing the production KPI dashboards, Tableau reports, new Relic workflow performance report and sharing the same with the

key stakeholders

Client: Drivestream

Period: Oct'15 to Mar'16

Role: Oracle HCM Report Developer

Responsibilities:

Worked on various OTBI, OBIEE and SQL based reports for Oracle Fusion applications

Developed Java-based extraction tools to extract data from the obsolete system to prepare it further for importing into the Oracle

Fusion application

Education

UG: **B.Tech/B.E. (Computers)** from **Majhighariani Institute of Technology and Science Rayagada** in **2014**

PG: **PG Diploma (Data Science)** from **International Institute of Information Technology (IIIT) Bangalore** in **2018**

IT Skills

Skill Name	Version	Last Used	Experience
Production Support & Maintenance	0		5 Year(s) 0 Month(s)
JAVA	0		5 Year(s) 6 Month(s)

JSP Servlets	0	5 Year(s) 6 Month(s)
SQL	0	5 Year(s) 6 Month(s)
PLSQL	0	5 Year(s) 6 Month(s)
Data Analysis & Visualization	0	3 Year(s) 0 Month(s)
AWS	0	3 Year(s) 0 Month(s)
HTML5/CSS/javascript	0	5 Year(s) 6 Month(s)
Unix shell scripting	0	3 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert			
Hindi	Expert			

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent
Employment Status: Full time