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ENSA ABRAHAM

Software Engineer seeking roles in Software Engineering,Application Support,Incident Management,Problem Management,Technical Support,Process Management,SLA Support,Systems Engineering,Requirement Gathering,Putty,Autosys,Eclipse,Sybase,Sql server

Current Designation: Software Engineer

Current Company: F1 Infotech

Current Location: Thrissur

Pref. Location: Kochi,Thrissur,Trivandrum

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Software Engineer,Team Lead/Tech Lead,Software Engineering,Application Support,Incident Management,Problem Management,Technical Support,Process Management,SLA Support,Systems Engineering,Requirement Gathering,Putty,Autosys,Eclipse,Sybase,Sql server

Verified : Phone Number | Email - id

Total Experience: 6 Year(s) 0 Month(s)

Notice Period: 15 Days or less

Highest Degree: MCA[Computers]

Last Active: 22-Jan-21 Last Modified: 21-Jan-21

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Summary

1.7 years of UAE experience as a Support Engineer and 3.2 years of experience at Infosys Ltd. as a Systems Engineer with knowledge of a variety of computer languages. Adept at application support.

Work Experience

- F1 Infotech** as Software Engineer
 Jan 2018 to Till Date
 Support for hospitality solution softwares - Orchid, Sunsystems, Vision, FBM, Jana
 On-call support for various technical issues
 Handling CRM tickets
 Providing weekly status of CRM tickets
 Preparing AMC documents
- Infosys Ltd** as System Engineer
 Apr 2013 to May 2016
 Incident Management and Problem Management using the concepts of ITIL
 Post release technical support resolving incidents to ensure BAU, meeting SLAs
 Support Maintenance and enhancement of applications and batches using SQL and Shell Scripts
 Finding out and handling bugs in different processes
 Setting up and managing Autosys Batch
 L1/L2 support of Production Batch, which includes monitoring batch on rotational basis,
 on-call support, job failure analysis, basic UNIX system and process management
 Attending client meetings and providing status updates on different processes
 Monitoring daily/weekly/monthly jobs to various data targets in the system, developing
 necessary reports with the help of MSTR tool or SQL queries for Adhoc requests
 Coordinating with various teams and raising support tickets
 Enabling new members of the team for production support through appropriate
 knowledge transfer and training

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Education

UG: **BCA (Computers)** from **Bharathiar University, Coimbatore** in 2013
 PG: **MCA (Computers)** from **Indira Gandhi National Open University (IGNOU)** in 2020



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.

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IT Skills

Skill Name	Version	Last Used	Experience
PUTTY			
AUTOSYS			
Sybase			
sql server 2005, 2008, 2012			
AQUADATASTUDIO			
Eclipse			
BMC Remedy Tool			
RBAR			
MSTR (Reporting tool)			
IBMATTACHMATE			
vtiger CRM			

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Languages Known

Language	Proficiency	Read	Write	Speak
ENGLISH				
MALAYALAM				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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