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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	Total Experience: 6 Year(s) 0 Month(s)
Current Company: F1 Infotech	Notice Period: 15 Days or less
Current Location: Thrissur	Highest Degree: MCA [Computers]
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	

Last Active: 22-Jan-21

Last Modified: 21-Jan-21

Jump to Section [Work Experience](#) | [Education](#) | [IT Skills](#) |

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

[^ Back to Top](#)

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.

[^ Back to Top](#)

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			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
ENGLISH				
MALAYALAM				

[^ Back to Top](#)

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

[^ Back to Top](#)

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