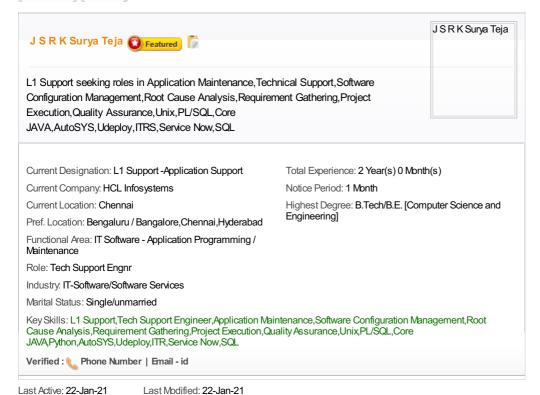


1800 102 2558 | +91 9818882211







\_\_\_\_\_\_

Jump to Section

Work Experience | Education | IT Skills |

## **Summary**

A competent professional with 2 years of experience in L1 Support Management

Participated in all stages of the product development process, including designing, building, and testing and created useful tools such as internal software to automate key processes or platforms where customers can send inquiries and reviews Capability to derive & understand the overall technical design of data migration process from legacy systems to target system

Took end-to-end ownership of the system, adhering to ITIL standards and best practices thereby ensuring high customer satisfaction levels by following the process and innovative in providing the cost-efficient solutions

Provided production support to applications and maintained the SLA

#### **Work Experience**

• HCL Infosystems as L1 Support -Application Support Dec 2018 to Till Date

Client: Citi Bank Japan

Project Details: Providing support to JAPAN country in corporate banking, as part of CITI support need to monitor the issues reported by business/branch users in production when branch is online and rendering timely solution for maintaining BAU

Key Result Areas:

Performing SOD and EOD Check outs while generating reports for the batch process using SQL

Ensuring coverage and supporting all critical service management processes such as Incident Management, Problem Management, Change Management & Application Enhancements

Working with Application Development Management on daily workload automation schedule including upkeep of exclusion list

Maintaining existing application and providing 24/7 support to the application and resolving the issues on timely basis Scheduling and monitoring of Jobs using AutoSys

Managing and performing release management activity with the request provided by development team along with respective support teams using Deploy tool while cascading the issue to L3 team in case of bug for further analysis Performing weekend Sanity checkouts with both internal & external partners system during application maintenance Investigating the code level of the jobs (UNIX, Shell Scripting, SQL, PL/SQL)

Modifying and enhancing the shell script as per Development Team suggestions

Interacting on onsite calls or L1 team for understanding and resolving the problem

Rendering correct resolutions and checking appropriate areas in resolving problems when needed

Participating in preventive maintenance, by documenting common problems and scripts for customer support

Analyzing the issues that occur in production and providing timely/permanent solution

Monitoring & resolving all the P1/P2/P3 tickets in our queue

Networking with clients in various setups, including in-person meetings, phone calls, emails, and live messaging chats and addressing concerns promptly and maintaining a helpful attitude

Responding to customer queries and retorting critical/severe business problems and raising an escalation based on criticality and feasibility

Day Day (11)

## **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

Dratting Reports (daily, weekly, and monthly) as per client requirement
Customizing SQL Queries to fetch the data & rendering L1 Support depending on the priority of the issues to meet
Clients SLA

^ Back to Top

## **Education**

 $\hbox{ UG: B.Tech/B.E. (Computer Science and Engineering) from SRM university (SRMU) in 2018 }$ 

^ Back to Top

#### IT Skills

Skill Name	Version	Last Used	Experience
UNIX, PL/SQL			
CORE JAVA			
Python			
WINDOWS, LINUX			
AutoSYS, Udeploy			
ITRS, Service Now			
SQL			

^ Back to Top

# Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Tamil				
Telugu				

^ Back to Top

## **Affirmative Action**

## **Work Authorization**

Physically Challenged: No

Job Type: Permanent Employment Status: Full time

^ Back to Top

Careers - About Us - Clients - Terms & Conditions - FAQ's - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICIClcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.

Careers - About Us - Clients - Terms & Conditions - FAQs - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICICIcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.