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Monika Khamari ⭐ Featured

Monika Khamari

Total 5 years of Experience As Production Support, Application Support, Incident management, SQL, UNIX Shell Scripting and Telecom Domain.

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Married

Total Experience: 5 Year(s) 0 Month(s)

Notice Period: 15 Days or less

Highest Degree: MCA [Computers]

Key Skills: senior executive, tech support engr, software engineering, project mgmt, testing, system analysis, production support, shell scripting, release mgmt, incident mgmt, linux/unix, sql, jira, putty, Ubuntu Linux, Freshdesk, service now, salesforce

Verified : 📞 Phone Number | Email - id

Last Active: 3-May-20   Last Modified: 3-May-20

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Summary

Totally 5 years of Experience As Production Support , Application Support, SQL, Linux and (Basic knowledge of Shell Scripting).

Work Experience

🔘 **Nivaata Systems Private limited** as Application Support Engineer
Jun 2017 to May 2019

Handling production issues with linux and database

🔘 **One Mobikwik System Pvt ltd** as Site Reliability Engineer
Jul 2015 to Dec 2016

Roles & Responsibilities:
Monitoring servers for mobikwik and zaakpay (staging/production) using Check_MK.
Operate as primary point of contact for production incidents.
Deployment on production/beta and staging servers.
Responsible for maintaining user access permission on Servers. Monitor System Performance Parameters using top and vmstat.
User management, Creating user-accounts and groups.
Maintaining documentation on deployments, processes and standard operating procedures.
Responsible for providing the support in L1/L2 level depending on the priority of the issues.
Escalate to development team when code changes are required or complex issues are faced.
Providing support related to users reported issues.
Scheduling, monitoring and troubleshooting of jobs via Crontab.
Monitor the log files and log information of the jobs.
Interacting with the customer and performing all the jobs before the deadline.
Status reporting on weekly and monthly basis.

🔘 **Global Logic Private Limited** as Analyst
Mar 2014 to May 2015

PROJECT: Airtel Africa Transformation (TARGETING THE CUSTOMER)

Roles and Responsibilities:
Responsible for providing L1/L2 level support depending upon the priority of the issue.
Escalate to development team when code changes are required or complex issues are faced.
Providing support related to users reported issues.
Scheduling, monitoring and troubleshooting of jobs via Crontab.
Monitor the log files and log information of the jobs.
Interacting with the customer and performing all the jobs before the deadline.
Status reporting on weekly and monthly basis.

Education

UG: **B.Sc (Computers)** from **Sambalpur University** in **2010**

PG: **MCA (Computers)** from **Biju Patnaik University of Technology (BPUT)** in **2013**

IT Skills

Skill Name	Version	Last Used	Experience
Red hat Linux 6.3, Windows XP/7		2019	4 Year(s) 3 Month(s)
Ubuntu 12, SQL Server,Nagios		2019	4 Year(s) 3 Month(s)
OTRS , Maximo, Jira and service now		2019	4 Year(s) 3 Month(s)
Putty 5.3 and Terminal		2019	4 Year(s) 3 Month(s)
Shell Scripting		2019	4 Year(s) 3 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔
Hindi	Expert	✔	✔	✔
Oriya	Expert	✔	✔	✔

Projects

- Project Title: Airtel Africa Transformation Project(Targeting to customer)
  Client: IBM

Nature of Employment: **Full Time**	Duration: **Mar 2014 - May 2015**
Project Location: **Hyderabad**	Onsite / Offsite: **Offsite**
Role: **Other**	Team Size: **21**

  Skill Used: **Unix/Linux,Putty, MySQL Db, NAGIOS, Otrs,**
  Role Description: broadcast messages need to be send to list of people based on their requirements .
  Project Details: It is a telecom project of Airtel for the customer of Africa.And the project is based on delivering broadcast messages to people of africa.

Affirmative Action

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**