



**HARISHANKAR M**

Engineer seeking roles in IT Support,Application Support,Production Support,Project Management,Change Management,Requirement Gathering,Troubleshooting,Hadoop,MongoDB,Splunk,Spark,HBase,Java,HDFS,Hive,SQL,ETL,ETL Support, Big data support, Monitoring

Current Designation: Production Support Engineer

Current Company: Visa Inc

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engrn

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Production/Tech Support Engineer,IT Support,Application Support,Desktop Support,Project Management,Change Management,Requirement Gathering,Troubleshooting,Hadoop,MongoDB,Splunk,Spark,HBase,Java,HDFS,Hive,SQL

Verified : Phone Number | Email - id

Total Experience: 4 Year(s) 6 Month(s)

Notice Period: 15 Days or less

Highest Degree: B.Tech/B.E. [Computers]

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

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## Summary

A dedicated professional with nearly 3 years of experience in performing activities like improving application flow processes, managing quality assurance activities, solving technical issues, assisting customer support departments, working CR and optimizing system performance

Acted as a part of Apple Repairs Management for the project - Apple Production Support

Gained extensive exposure in working on technologies like SCALA, JAVA, KAFKA, ZOOKEEPER, HADOOP, LINUX, ORACLE DB, MONGO DB and SPLUNK

Participated in the team software development process; developed unit tests and functional/integration tests and supported production deployments of developed solutions

An effective communicator with strong relationship management skills and possess excellent negotiation skills

## Work Experience

### • Visa Inc as Production Support Engineer

Jul 2019 to Till Date

Monitoring and Troubleshooting Job failures (Linux, HQL, Spark Scripts) through ssh in server and checking .log files for analysis, checking on errors and exceptions and taking required actions like deleting duplicate data or reporting to Dev team for code errors.

Checking out application job flow (upstream, downstream) and fixing the processes.

Handling DB downtime and Maintenance activities

Analysing Java Spring Code through Splunk logs and fixing Bugs.

Providing java code enhancements.

Monitoring Application Health, response time and taking necessary actions in case of failures through monitoring alerts. (Using Service now tool for Incidents and Change Requests-ITIL process)

Checking Kafka topics and Offset values, whenever the data flow sticks and consumer application reports for latency.

Restarting Java processes in linux host when the java processes or spark workers are stuck.

Working on Spark Streaming and Scala programming for transformation and Real time processing using Kafka messaging system.

Working on reported cases based on criticality, impact and priority.

Manipulating and altering data on Oracle, IBM and Mongo DB according to Change request.

### • Tata Consultancy Services as Production Support Engineer

Jun 2016 to Jul 2019

Role -- Application/Production Support Engineer

Current Company -- TCS

Client -- Apple

Team -- Apple Repairs Management

Technology-- Spark Scala Java Kafka Hadoop Oracle DB Mongo DB Spark streaming

spark sql Spark Data frames Spark Datasets



### 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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## Education

UG: **B.Tech/B.E (Computers)** from **Sastra University** in **2016**

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## IT Skills

Skill Name	Version	Last Used	Experience
KAFKA,ZOOKEEPER			3 Year(s) 0 Month(s)
HADOOP, LINUX, ORACLE DB			3 Year(s) 0 Month(s)
MONGO DB,SPLUNK			3 Year(s) 0 Month(s)
JAVA			3 Year(s)
SPARK			1 Year(s) 0 Month(s)
SCALA			1 Year(s) 0 Month(s)

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Tamil				
Telugu				
Kannada				

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## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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