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K.Bharath ⭐ Featured

Engineer seeking roles in Application Support,Software Support,Project Management,Operations Management,System Monitoring,Problem Management,Maintenance Activities,Troubleshooting,Root Cause Analysis,Shell Scripting,Oracle,Solaris,ITIL,JIRA,SQL,Git

Current Location: Hyderabad / Secunderabad

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Married

Total Experience: 2 Year(s) 0 Month(s)

Highest Degree: M.Tech [Electronics/Telecommunication]

Key Skills: Application Support/Technical Support Engineer,Software Support,Project Management,Operations Management,System Monitoring,Problem Management,Maintenance Activities,Troubleshooting,Root Cause Analysis,Shell Scripting,Oracle,Solaris,ITIL,JIRA,SQL,Git

Verified : 📞 **Phone Number** | **Email - id**

Last Active: 18-Jan-21   Last Modified: 18-Jan-21

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Summary

*   Having 2 Years of experience in IT industry as L2 Application Support Engineer and skillful Software Support on Desktop and WEB Based Applications in Emirates Airlines, Dubai Development of jobs using UNIX shell and SQL scripts based on requirements.
*   Good Knowledge in providing supports to heterogeneous operating systems environment like UNIX and Windows.
*   Worked on two projects using SQL, Oracle, UNIX, Linux, Solaris and Shell Scripting.
*   Monitoring production servers, troubleshooting and fixing bugs.
*   Attending meetings with users and development team regularly.
*   Good experience in resolving issue through tickets.
*   Having excellent Analytical Ability and Problem-Solving skills.

Work Experience

🔘 **Emirates Airlines** as Application Support Engineer
Sep 2018 to Jul 2020

Environment   : UNIX, Linux, Windows, HP-UX, Oracle, Shell Script
Team Size   : 8
Role   : Support Engineer
Duration   : September'18 to July2020
Location   : Dubai

Project Description:
CAT360 is website designed and developed to provide a one-step solution to perform the catering business in EK with multiple caterers over all parts of the world. This robust solution is being used by EK staff (Menu Developers, regional catering managers, quality managers and finance managers) and suppliers across world. this involves,
    Maintaining recipe library
    Facilitating Menu development, pricing and approval
    Tendering and procurement
    Meal ordering, wastage analysis, food and galley loading
    quality and audit trails
    Role and user management etc.

Food dispatches does use this system as reference for food menus, to load food and supporting equipment on to specific flights.

Roles and Responsibilities in the Project:
*   My role is L2 support engineer
*   Responsible for day-to-day systems management and operations.
*   Monitoring the application server and Generating System Health Reports.
*   Maintaining the application job flow documents.
*   Analyzing and escalating the issues.
*   Resolving the tickets that are raised by the HD/Call Rep's on the severity base.
*   Automating daily tasks by writing scripts.

- interacting with onsite clients and onshore team.
- * Performing the various business object server related tasks.
- * Monitor the Application Server system error reports and log files
- * Responsible for troubleshooting and resolving first level Web Logic related errors
- * Assist with ongoing documentation requirements.
- * Execute pre-defined application level maintenance activities periodically
- * Monitoring the Alerts generated due to the latency in various applications.
- * Escalate the Issue to the next tower support group once the alerts exceed the maximum threshold.
- * Preparing Daily, Weekly and Monthly status reports.
- * System monitoring, incident and problem management reporting and escalations
- * Inserting and updating Database.
- * Handling Production Tickets through ticketing tool.

Education

PG: **M.Tech (Electronics/Telecommunication)** from **jntu college of engineering, hyderabad** in **2015**

IT Skills

Skill Name	Version	Last Used	Experience
ServiceNow,JIRA, Sql Devloper			
Nagios, Grafana, Git, ITIL,			
Unix, Linux, Solaris, Oracle			
Shell Scripting, Windows			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time