



BISWARANJAN SAHOO

Technical Associate seeking roles in Project Management, Incident Management, Problem Management, Change Management, SLA Management, Customer Support, Configuration Management, Maintenance Operations, application maintenance, server maintenance, SQL/PLSQL

Current Designation: Technical Associate

Total Experience: 4 Year(s) 0 Month(s)

Current Company: Financial Software and System Pvt Ltd

Highest Degree: B.Tech/B.E.
[Electronics/Telecommunication]

Current Location: Chennai

Pref. Location: Bengaluru /
Bangalore, Chennai, Bhubaneswar

Functional Area: IT Software - Application Programming /
Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Technical Associate, Team Lead, Project Management, Incident Management, Problem Management, Change Management, SLA Management, Customer Support, Configuration Management, Maintenance Operations, application maintenance, server maintenance, SQL/PLSQL

Verified: Phone Number | Email - id

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

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Summary

Technical Associate, offering over 4 years of experience in L2/L3 Technical Support, Post Implementation Support Operations across Financial & Banking Domain

Familiar with the concepts of ITIL; ensuring that the goals of the Incident/Change/Problem Management process are achieved

Proven skills in managing communication for P1 and P2 tickets, high priority incidents and any service disruption in a 24*7 environment

Skills in monitoring the transaction, analyzing the issues and raising the tickets in JIRA/SERVICE MANAGER

Skilled in product implementations for new installations, new release up gradation, patches and changes requests; prepared Technical Documentation like RCA, SLA Reports

Gained knowledge in SQL, PL/SQL & UNIX; written SQL queries by joining multiple tables and using group functions and analytical functions

Comprehensive understanding of DB objects Procedures, Functions, Packages, Views, triggers, Indexes and Sequences

Work Experience

Financial Software and System Pvt Ltd as Technical Associate
Nov 2016 to Till Date

Role:

Spearheading day-to-day Product Support & Maintenance project activities to provide excellent support to internal and external clients

Identifying issues & risks in a timely manner; developing/implementing appropriate mitigation & contingency plans

Coordinating with cross-functional teams for critical issue resolution on a regular basis, resolving client escalation and high-priority cases; providing solutions of client queries on the application via calls, email, chats, thereby resulting in achievement of customer satisfaction matrices & maximum system uptime

Monitoring all the P1/P2/P3 issues in the queue, prioritizing it in accordance within agreed SLA

Logging & tracking all Service Requests, Incidents and assigning resources to effectively resolve all problems;

keeping the track of SLA by ensuring timely closure of tickets

Providing L2 & L3 level support to clients for day-to-day operational issues in case of any incident, problem, bug fix

and new change implementation & preventive action required

Managing system issues, logging in Service Manager, while testing is being carried out by Ops Team and also monitoring EOD Jobs

Improving software deployment to ensure iterative releases and rapid deployment of updates to the customers across all the platforms; defining application support standards and processes and writing the related documentation

Evaluating the system performance and resolving the issues or failures in staging and production environments

Interacting with clients to understand their requirements, estimating the effort required to complete of various IR,

performing testing and integrating applications

Interfacing with Business users, Vendors and IT groups across the region and globally to ensure issues are resolved timely

Rendering Support for migration activities include both application migration and data migration
Performing system administration duties such as troubleshooting, system performance tuning, user & mailbox administration, server maintenance, patches & security updates, malware removal and compliance
Resolving the problems based on tickets within the defined SLA period and finding the RCA for the problem and documenting the same and finding the permanent solutions for the problem to avoid reoccurring
Providing post-implementation, application maintenance and enhancement support and problem solutions

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Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **Bijju Pattnaik Institute of Technology and Management** in **2014**

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IT Skills

Skill Name	Version	Last Used	Experience
SQL/PLSQL			
UNIX, SQL Developer			
Putty, JIRA, ISO8583			

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Languages Known

Language	Proficiency	Read	Write	Speak
english				
odiya				
Hindi				
Tamil				

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Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

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