



**Prabhakar Rao**

Consultant- Application Support, Seeking Roles in Application Programming, Application Maintenance, Production Support, Project Management, Requirement Analysis, Solution Architecture, SOAP UI, HP ALM, JIRA, SQL, Splunk, BMC Remedy, SVN. Code Cloud, Azure.

Current Designation: Consultant- Application Support	Total Experience: 9 Year(s) 0 Month(s)
Current Company: Tech Mahindra	Notice Period: 2 Months
Current Location: Pune	Highest Degree: BCA[Computers]
Pref. Location: Pune, Anywhere in West India, Bengaluru / Bangalore	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Team Lead/Tech Lead	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Consultant- Application Support, Tech Lead, Software Development, Application Programming, Application Maintenance, Production Support, Project Management, Requirement Analysis, Solution Architecture, SOAP UI, HP ALM, JIRA, SQL, Splunk, BMC Remedy	
Verified :  Phone Number    Email - id	

Last Active: 22-Jan-21

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## Summary

An Innovative, Result-oriented professional with Total of 10.5 years of Experience in IT. Experience in PLM, Insurance, GL&D and Telecom Domain. Proven leadership capabilities with short learning curve, analytical and problem-solving skills. Building effective relationships with customers. Hands on experience in Production, Application support SQL and Unix. Experience in application/production support, testing using SOAP UI. Experience in UNIX and windows Operating System. Experience in managing & deploying applications components. Experience in Analyzing logs to identify issues/bottlenecks using splunk tool and WinSCP. Creation of Technical documentation. Good collaboration skill with the team, providing technical solutions for issues and assisting them as Lead. Experience in ticket management and monitoring tools like ALMHP, JIRA and Splunk tool. ITIL Service Support areas of Incident, Change, Release, Configuration Management. Incident Management, Problem Management, PMO

## Work Experience

### **Tech Mahindra** as Consultant- Application Support Jan 2014 to Till Date

#### ACSI Triage ( AT&T)

This project provides content management solution to the different vendors. The API based web services is developed to provide vendors to develop their own software to provide/manage the content to end user using this platform. User Content (UCM) is a Cloud Storage Enabler for the Consumer content storage, and management. It enables provides capabilities for Searching and Sharing of user content.

#### Responsibilities

Facilitating communication (chatroom, call, mail chain) among various component teams those may helpful in investigating & fixing the defects.

Manual build creation and deployment of the application on different test environments using Weblogic server.

Provide support for application build and releases.

Analyzing and investigating defects and faults, and tracing them till final resolution, test API's on test environment using post XML and updated with RCA after the fix provided from either env/Developer teams.

Provide status every 20 mins to stakeholder's progress for the issue and update comments in ALMHP QC/TDP.

Proficient, dynamic and result oriented team player with excellent analytical and interpersonal skills used to coordinate multi-disciplinary teams and clients and consistently motivated toward success and completion of projects.

Prioritizes requests in accordance with agreed service level agreement.

Within own area of knowledge; follows agreed procedures to investigate issues and other requests for support and determines appropriate actions to take.

Provide support for application build and releases.



### 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.

Provide support out of office hours, during weekends and during major release work for development and customer to help them resolve issues faced.  
 Ensures all work is carried out and documented in accordance with required standards, methods and procedures.  
 Identifying and arranging the trainings for team members.  
 Responsible for quality assurance, tasks completion, delivery of the tasks, & project status reporting for the project.  
 Prepare Defects status and communicate it to stakeholders  
 Worked on various times on escalated defects when client blocked their test cases on QA as well production env's.  
 Provided support on QA as well as production.  
 Daily Environment Health Checks  
 Defect Triage, and Defect resolution for environment and configuration issues.  
 Root cause analysis and fix  
 Good knowledge on Splunk  
 Escalate tickets, provide hand over Engage Clients IT support teams where ever applicable  
 Participate in daily team status meetings

Environments/Tools: GRM, WDM, ALM HP QC, Putty, Weblogic console, Splunk, BMC Remedy, SQL, UNIX, Webtrax, XMLSPY, Contivo and CSIL.  
 Team Size: 60

#### ■ **Mphasis an HP Company** as Senior Delivery Software Engineer Apr 2008 to Dec 2013

Program Management Office General Motors.  
 Problem Management ( PBM )  
 Responsible for follow up and closer for the Sev 3 and above Problem records for 5 different regions. ( GMNA, GME, GMLAAM and APA ).  
 Creating RCA and follow up with the application owners to get it closed.  
 Join MML while Major incidents for PLM tools. ( TcAE, Unigraphics, TcVs, TCC ) etc.  
 Maintain reports and presentation.

Service Level Management ( SLM )  
 Responsible for Maintaining service level reports for two different GSC's.  
 Posting it to the repository tool ( Report Manager ) on Time as mentioned there in the SOW..  
 Creating service level reports  
 Adding and deleting the reports templates from the Repository tool and SOW  
 Follow up regarding the approval for the same to change the SOW and deletion of templates.  
 BMR - Responsible for batch matrix repository for different GSC6 applications. GPIM, GPDS etc to make that all the batch jobs are running and getting updated on time.

Global production support for General Motors.  
 Roles & Responsibilities :  
 Provide global production support to GM (General Motors) on Teamcenter Unified -8.3.1  
 Issues handled on Multisite Collaboration like - data share, export recovery, Remote import, mixed ownership, delete data, Provide Teamcenter access to the users.  
 Teamcenter Functionality issues like Unreleased, Release, Check in, Checkout, publish/unpublished, add/ Delete data, Structure Manager Issues, Part File issue.  
 Running utilities like data share, export recovery, Remote import for Data management, Preferences manager  
 Performing Tessellation activities, Error Binding Server, GMLaunch\_DAT file does not exist.  
 Teamcenter installation.  
 Handling Teamcenter Admin role for 2 Tier & 4 Tier user administration, Groups and role(s), Password management  
 Handling issues like data restore from Unix volumes.  
 Teamcenter Engineering Workflow issues.  
 NX Functionality, NX Load Part, Check mate issues.  
 EKMS - documentation for TC-8.3.1, NX 7.5 TcVs applications  
 Memory issues of TcVs and NX applications for EDWS & Laptops  
 Handling Teamcenter Web issues.

#### Workforce Development (Learning Management Systems GL&D)

Tools :  
 Sum Total (LMS)  
 Total Performance  
 Taleo  
 Sieble  
 Peoplesoft

Roles & Responsibilities :  
 Testing of Learning activities. Using LMS (Learning Manager System )  
 Sum Total , Total Performance Siebel, Provide the resolution to the employees for the queries regarding Learning activity.  
 Testing of the contents in LMS.  
 User Acceptance Testing of Various applications in CSR Portal. Performing Back-End HR Activities for an External Client.  
 Handling Workforce Development for Employees (Training & Development). Working on Applications like Sum Total, Total Performance, KNOVA (Knowledge Author) and Case management. This includes monitoring of Learning Catalog for Employees,  
 Uploading Courses ( Web based Training). Building offerings for Instructor Led Trainings, Handling Registrations and Certifications.  
 Managing Transcripts and providing course credit to the learners.  
 Testing the Course on Developmental interface to check the correctness of the Content. Designing Job aids for navigation on tool for the End User.  
 Addressing issues with training assessments and self reviews for the end user through SIEBEL.  
 Customizing Atomized reports and exporting them for the User.  
 Looking into Performance Reviews (Mid-Year, Year-End and 360 Feedback). Setting up templates, Triggering a review, pulling reports of the feedback for the user, archiving the distribution and reviews, Using ( Total Performance ). Goal Management. Adding, Editing, Cancelling goals, Recalculating Goal Participation, Setting up Categories of Goals, Archiving Goals.  
 Have been a part of the pilot batch and taken active part in SIT Testing, CIT Testing and UAT Testing when the process was in its Transition Stage.

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## Education

UG: **BCA (Computers)** from **Ranchi University** in **2007**

**Other Qualifications/Certifications/Programs:**

Diploma in software testing

Diploma in Hardware and Networking

ITIL V4 Foundation

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## IT Skills

Skill Name	Version	Last Used	Experience
Unix		2017	3 Year(s)
PL/SQL		2018	5 Year(s)
Cassandra		2018	2 Year(s)
HTML, Visual Basic			
C++, SQL			
Teamcenter-8.3.1			
Unigraphics NX-7.5			
Teamcenter vismockup			

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## Languages Known

Language	Proficiency	Read	Write	Speak
Hindi	Expert	✓	✓	✓
English	Expert	✓	✓	✓
Telugu	Proficient			✓

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## Projects

■ Project Title: **Application Support (Onsite)**

Client: **AT&T**

Nature of Employment: **Full Time**

Duration: **Apr 2015 - Till Date**

Onsite / Offsite: **Offsite**

Project Details: **ONSITE EXPERIENCE**

Dallas TX 04-2015 till Date

Representing as single point of Contact for CSI Applications which includes more the 70 web services which helps clients to Test their scenarios. Supporting testers to by finding the root cause of the issues they raise and get them resolve by engaging other apps interacting via CSI. As a senior most resource:

Responsible for Leading and Task assignment among team from Both Locations Pune and Mexico

Communicating with clients via Telepresence located in several locations like NJ, Atlanta, St Louis etc

Manage Escalations and to join conference calls where CSI is involved to prove or to find out where the actual issues are coming from.

Responsible to arrange Conference calls and bridges to discuss the requirement gaps found in the IST or UAT testing phases and get a conclusion.

In Case if budget and funding comes in place in order to work on the new requirement. Then to involve PMOs and

Application Directors to explain about the same

■ Project Title: **Application Support ( Offshore )**

Client: **AT&T**

Nature of Employment: **Full Time**

Duration: **Jan 2014 - Mar 2015**

Onsite / Offsite: **Offsite**

Project Details: **Facilitating communication (chatroom, call, mail chain) among various component teams those may helpful in investigating & fixing the defects.**

Manual build creation and deployment of the application on different test environments using Weblogic server.

Provide support for application build and releases.

Analyzing and investigating defects and faults, and tracing them till final resolution, test API's on test environment using post XML and updated with RCA after the fix provided from either env/Developer teams.

Provide status every 20 mins to stakeholder's progress for the issue ad update comments in ALM HP QC/TDP.

Proficient, dynamic and result oriented team player with excellent analytical and interpersonal skills used to coordinate multi-disciplinary teams and clients and consistently motivated toward success and completion of projects.

Prioritizes requests in accordance with agreed service level agreement.

Within own area of knowledge; follows agreed procedures to in

■ Project Title: **Service Level Management**

Client: **General Motors**

Nature of Employment: **Full Time**

Duration: **Jul 2013 - Dec 2013**

Onsite / Offsite: **Offsite**

Project Details: **Responsible for Maintaining service level reports for two different GSCs.**

Posting it to the repository tool ( Report Manager ) on Time as mentioned there in the SOW..

Creating service level reports

Adding and deleting the reports templates from the Repository tool and SOW

Follow up regarding the approval for the same to change the SOW and deletion of templates.

BMR Responsible for batch matrix repository for different GSC6 applications. GPIM, GPDS etc to make that all the batch jobs are running and getting updated on time.

■ Project Title: Problem Management, Incident Management

Client: General Motors

Nature of Employment: Full Time

Duration: Jul 2012 - Jul 2013

Onsite / Offsite: Offsite

Project Details: ? Problem Management ( PBM)

Responsible for follow up and closer for the Sev 3 and above Problem records for 5 different regions . ( GMNA, GME, GMLAAM and APA).

Creating RCA and follow up with the application owners to get it closed.

Join MML while Major incidents for PLM tools . ( TcAE, Unigraphics, TcVIs, TCC) etc.

Maintain reports and presentation.

■ Project Title: Global production support for General Motors

Client: General Motors

Nature of Employment: Full Time

Duration: Dec 2009 - Jul 2012

Onsite / Offsite: Offsite

Project Details: Roles & Responsibilities :

Provide global production support to GM (General Motors) on Teamcenter Unified -8.3.1

Issues handled on Multisite Collaboration like - data share, export recovery, Remote import, mixed ownership, delete data,

Provide Teamcenter access to the users.

Teamcenter Functionality issues like Unreleased, Release, Check in, Checkout, publish/unpublished, add/ Delete data,

Structure Manager Issues, Part File issue.

Running utilities like data share, export recovery, Remote import for Data management, Preferences manager

Performing Tessellation activities, Error Binding Server, GMLaunch\_DAT file does not exist.

Teamcenter installation.

Handling Teamcenter Admin role for 2 Tier & 4 Tier user administration, Groups and role(s), Password management

Handling issues like data restore from Unix volumes.

Teamcenter Engineering Workflow issues.

NX Functionality, NX Load Part, Check mate issues.

EKMS documentation for TC-8.3.1, NX 7.5 TcVIs application

■ Project Title: Workforce Development (Learning Management Systems GL&D)

Client: Cardinal Health

Nature of Employment: Full Time

Duration: Apr 2008 - Dec 2009

Onsite / Offsite: Offsite

Project Details: Tools :

Sum Total (LMS)

Total Performance

Taleo

Siebel

Peoplesoft

Roles & Responsibilities :

Testing of Learning activities. Using LMS (Learning Manager System )

Sum Total , Total Performance Siebel, Provide the resolution to the employees for the queries regarding Learning activity.

Testing of the contents in LMS.

User Acceptance Testing of Various applications in CSR Portal. Performing Back-End HR Activities for an External Client.

Handling Workforce Development for Employees (Training & Development). Working on Applications like Sum Total, Total

Performance, KNOVA (Knowledge Author) and Case management. This includes monitoring of Learning Catalog for

Employees,

Uploading Courses ( Web based Training). Building offerings for Instructor Led Trainings, Handling Registrations and

Certifications.

Managing Transcripts and providing course credit to the learners.

Testing the Course on Developmental interface to check the correctness of the Content. Designing

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## Affirmative Action

Physically Challenged: No

## Work Authorization

US Work Status: Have H1 Visa

Countries: India, Singapore, United States

Job Type: Permanent

Employment Status: Full time

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