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Suresh ⭐ Featured

Production Support Engineer seeking roles in Application Support,Application Maintenance,ITIL Process,Release Management,Incident Management,Change Management,Problem Management,SQL,Oracle,ServiceNow,SQL Developer,FTP,SQL Queries,Shell Scripting

Current Designation: Production Support Engineer -IT
Current Company: HCL Technologies
Current Location: Bengaluru / Bangalore
Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad
Functional Area: IT Software - Application Programming / Maintenance
Role: Tech Support Engnr
Industry: IT-Software/Software Services
Marital Status: Single/unmarried

Total Experience: 5 Year(s) 1 Month(s)
Highest Degree: MCA [Computers]

Key Skills: Production Support Engineer,Tech Support Engineer,Application Support,Application Maintenance,ITIL Process,Release Management,Incident Management,Change Management,Problem Management,SQL,Oracle,ServiceNow,SQL Developer,FTP,SQL Queries,Shell Scripting

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

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

Having 5 years of IT experience in Maintanance, Application Support/ Production Support of software application.
Holds experience in Banking Domain.
Experienced in usage of UNIX commands
Escalates the incident to other team as well as to onsite team when ever required.
Analyzing production issues and provides prompt resolutions.
Build working relationship with clients.
Team Worker with good interpersonal, communication and fast learning skills.
Working knowledge on ITIL Process.
Monitor the application using ITRS Monitoring tool.
Working knowledge on Service Now ticketing tool
Working on Autosys to Schedule and monitor jobs.
Good debugging skills on UNIX production environment and Shell Scripting.
Extensively worked on FTP and SFTP commands.
Good knowledge SQL queries.
Good analytical and problem solving abilities
Highly adaptive to any type of work environment and technology.
We will involve 24/7 support and on call support.

Work Experience

🔘 **HCL Technologies** as Production Support Engineer -IT
Nov 2015 to Till Date

Projects undertaken:

Project # 1

Project Title : Faster Payments Service?(FPS)
Client : Citi bank
Role : Production Support Engineer
Project duration : Jan 2018 to till date
Environment : UNIX, SQL

Description:

Faster Payments Service?(FPS) is a?UK?banking?initiative to reduce payment times between different banks' customer accounts from the three working days that transfers take using the long-established?BACS?system to typically a few seconds.?CHAPS, which was introduced in 1984, provides -a limited faster-than-BACS service (by close of business that day) for "high value" transactions, while FPS is focused on the much larger number of smaller payments, subject to limits set by the individual banks, with some allowing Faster Payments of up to £250,000.[1]?

Transfer time, while expected to be short, is not guaranteed, nor is it guaranteed that the receiving institution will immediately credit the payee's account..?

Roles & Responsibilities:

Maintained existing applications and provided 24/7 support to the application.
We need to resolve the issue based on SLA.
Monitoring the Internal tracker for new issues.
Resolving the customer issue according to the customer requirement.
Scheduling the jobs by using Crontab command.
Scheduling and monitoring jobs using autosys.
Providing the deployment support as well as migration support.
Forwarding the L3 team if any bug is accrued (If any change or more analysis required).
Customizing the task according to customer requirement.
Automating the tasks by using shell scripts.
Creating the Sql queries as per the client requirement.
Creating the health check reports and sending the users every 4 hours.
Attending the offshore/onshore status meetings here we need to update the issue which we have face in the week.

Project # 2

Project : Citi Group Global Market Production Support and Maintenance
Duration : Nov - 2015 to Dec -2017.
Client : Citi Bank
Technical skills : UNIX
Applications : World Link-GPP (Global Payment Platform)
Sub Application : SQL Server, Project based tools like Autosys, ITRS Geneos.
Team Size : 8
Work Location : Bangalore, India.

Project Description:

World Link (WL) account-less, multicurrency payment offering. It enables clients - corporations, financial institutions, and government agencies - to make payments in a multitude of currencies by means of Wire Transfers, Onsite checks, Remote checks, Automated Clearing Houses (ACH), Mass Payments, Cash and Stored Value Cards (SVC).
World Link maintains accounts at banks located in over 60 countries around the globe. These banks are referred to as "Currency Centers" and are contracted to provide payment services for World Link such as check clearing, funds transfer processing, remit processing, and other related functions. These accounts are referred to as World Link "Omnibus" accounts. By using "Omnibus" accounts, there are no requirements for clients to open their own foreign currency accounts. The payments are local items against these World Link-owned accounts.
Clients can ask for disbursement in any of the currencies supported by World Link and they can fund the disbursement in any supported currency. If the disbursement currency is different from the funding currency then World Link will provide an FX conversion.
World Link-GPP:
· The GPP payment processing application is deployed on Web logic server.
· GPP disburses payments through multiple ACH, WIRE, and Mass pay disbursement partners.

Education

UG: **B.Sc (Computers)** from **Sri Venkateshwara University (SVU), Tirupati** in **2011**

PG: **MCA (Computers)** from **CMR College of Engineering & Technology, Hyderabad** in **2014**

IT Skills

Skill Name	Version	Last Used	Experience
SQL			
Oracle			
ServiceNow			
SQL DEVELOPER			
Unix, Windows, Red-hat Linux			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

Affirmative Action

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**