



Esther Theresa



Software Engineer seeking roles in Technical Support,Application Service Recycle Automation,Incident Management,Application Support,Data Analytics,troubleshooting,Oracle PL/SQL,HTML,Dynatrace UEM,R,Python,Java Apache POI,SharePoint,L1,L2,HP PPMC

Current Designation: Software Engineer-Application Support	Total Experience: 9 Year(s) 0 Month(s)
Current Company: Fidelity Investments	Notice Period: 1 Month
Current Location: Chennai	Highest Degree: B.Tech/B.E. [computer science engineering]
Pref. Location: Chennai	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Software Engineer,Technical Support Engineer,Application Service Recycle Automation,Incident Management,Application Support,Data Analytics,troubleshooting,Oracle PL/SQL,HTML,Dynatrace UEM,R,Python,Java Apache POI,SharePoint,L1,L2,HP PPMC	
Verified : Phone Number Email - id	

Last Active: 22-Jan-21

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Summary

- * B.E (Computer Science Engineering) professional with 10 years of rich experience in Production Support Operation & Automation; currently associated with Fidelity Investments, Chennai as Software Engineer
- * Experience in analysing information system needs, evaluating end user requirements, customizing the designing solutions and troubleshooting for complex information systems management
- * Strong exposure in providing insights into obtaining, describing, visualizing and using data for making right business decisions
- * Impressive success by winning Fidelity investments, Global Summit Award for automating access request provisioning for HP PPM project in 2017
- * Added value to the efforts of the organisation by managing the critical role of on boarding 'Catalyst Application' within ITEC Production Support Team; conferred with 'On The Spot' Award for the same in 2017

Work Experience

Fidelity Investments as Software Engineer-Application Support Jul 2015 to Till Date

Key Result Areas:

- * Rendering the L1 and L2 level support for HP & Atlassian products and internally developing the reporting tools
- * Providing L2 support for HP PPMC 9.4, business intelligence tools internally developed in the organisation
- * Participating in service improvement plan to reduce the service requests, managing the problems and recording and addressing the defects in software
- * Working with business to gather business requirements; conducting system analysis and finalizing technical/functional specifications & high level design documents for the project
- * Monitoring the project progress & outstanding issues to ensure the quality & timeliness of deliverables; extending post implementation support to team members by identifying defects, inconsistencies & errors
- * Delivering technical production support to check image processing & posting systems while ensuring credit/ debit posts to customer accounts for the bank
- * Installing application & infrastructure fix in production environment, checking code and creating technical design
- * Devising automation activities to enhance overall efficiency by mitigating manual work
- * Liaising with the stakeholders to assess the requirement based in the business process analysis (As-Is, To-Be) and providing the optimum automation solutions
- * Supplying immediate remedial solutions for the unforeseen bottlenecks in the process within 0% downtime
- * Eliminating manual health check/ eyes-on-glass monitoring by deploying firm-wide standard monitoring tools
- * Ensuring reduction in incidents through queue remapping and tune monitoring thresholds
- * Attending Product Council meeting, environment and platform review meetings
- * Conducting KT sessions for the Team members
- * Maintaining the technical documentations in Confluence site

HP Global Soft as Technology Consultant (Level 1)



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.

Education

UG: **B.Tech/B.E. (computer science engineering)** from **Rajiv Gandhi College of Engineering, (Anna University), Chennai** in **2010**

Other Qualifications/Certifications/Programs:

R Programming
Java Apache POI
Oracle PL/SQL
Hadoop Administration
UNIX Basics training
Dynatrace Application Monitoring
PPM9 X Essentials
Connect 9.3 and AM9.3 Integration

IT Skills

Skill Name	Version	Last Used	Experience
Python, R		2021	1 Year(s)
UNIX Shell Scripting, JAVA Apache POI		2021	2 Year(s)
PPM Data Model 9.1, 9.2, 9.3, 9.41		2021	9 Year(s)
Sharepoint Server/MOSS		2021	1 Year(s)
Jira, Confluence		2021	3 Year(s)
Oracle PL/SQL		2021	5 Year(s)
PPM Web Services 9.x		2015	1 Year(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Tamil	Expert	✓	✓	✓

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Countries: **India**

Job Type: **Permanent**

Employment Status: **Full time**