



J S R K Surya Teja

L1 Support seeking roles in Application Maintenance, Technical Support, Software Configuration Management, Root Cause Analysis, Requirement Gathering, Project Execution, Quality Assurance, Unix, PL/SQL, Core JAVA, AutoSYS, Udeploy, ITRS, Service Now, SQL

Current Designation: L1 Support -Application Support

Current Company: HCL Infosystems

Current Location: Chennai

Prof. 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

Key Skills: L1 Support, Tech Support Engineer, Application Maintenance, Software Configuration Management, Root Cause Analysis, Requirement Gathering, Project Execution, Quality Assurance, Unix, PL/SQL, Core JAVA, Python, AutoSYS, Udeploy, ITR, Service Now, SQL

Verified : Phone Number | Email - id

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

Notice Period: 1 Month

Highest Degree: B.Tech/B.E. [Computer Science and Engineering]

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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Summary

A competent professional with 2 years of experience in L1 Support Management. Participated in all stages of the product development process, including designing, building, and testing and created useful tools such as internal software to automate key processes or platforms where customers can send inquiries and reviews. Capability to derive & understand the overall technical design of data migration process from legacy systems to target system. Took end-to-end ownership of the system, adhering to ITIL standards and best practices thereby ensuring high customer satisfaction levels by following the process and innovative in providing the cost-efficient solutions. Provided production support to applications and maintained the SLA.

Work Experience

■ HCL Infosystems as L1 Support -Application Support Dec 2018 to Till Date

Client: Citi Bank Japan

Project Details: Providing support to JAPAN country in corporate banking, as part of CITI support need to monitor the issues reported by business/branch users in production when branch is online and rendering timely solution for maintaining BAU

Key Result Areas:

Performing SOD and EOD Check outs while generating reports for the batch process using SQL

Ensuring coverage and supporting all critical service management processes such as Incident Management, Problem Management, Change Management & Application Enhancements

Working with Application Development Management on daily workload automation schedule including upkeep of exclusion list

Maintaining existing application and providing 24/7 support to the application and resolving the issues on timely basis

Scheduling and monitoring of Jobs using AutoSys

Managing and performing release management activity with the request provided by development team along with

respective support teams using Deploy tool while cascading the issue to L3 team in case of bug for further analysis

Performing weekend Sanity checkouts with both internal & external partners system during application maintenance

Investigating the code level of the jobs (UNIX, Shell Scripting, SQL, PL/SQL)

Modifying and enhancing the shell script as per Development Team suggestions

Interacting on onsite calls or L1 team for understanding and resolving the problem

Rendering correct resolutions and checking appropriate areas in resolving problems when needed

Participating in preventive maintenance, by documenting common problems and scripts for customer support

Analyzing the issues that occur in production and providing timely/permanent solution

Monitoring & resolving all the P1/P2/P3 tickets in our queue

Networking with clients in various setups, including in-person meetings, phone calls, emails, and live messaging

chats and addressing concerns promptly and maintaining a helpful attitude

Responding to customer queries and retorting critical/severe business problems and raising an escalation based on criticality and feasibility

Drafting Reports (daily, weekly, and monthly) as per client requirement
Customizing SQL Queries to fetch the data & rendering L1 Support depending on the priority of the issues to meet
Clients SLA

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Education

UG: **B.Tech/B.E (Computer Science and Engineering)** from **SRM university (SRMU)** in **2018**

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IT Skills

| Skill Name | Version | Last Used | Experience |
|-------------------|---------|-----------|------------|
| UNIX, PL/SQL | | | |
| CORE JAVA | | | |
| Python | | | |
| WINDOWS, LINUX | | | |
| AutoSYS, Udeploy | | | |
| ITRS, Service Now | | | |
| SQL | | | |

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Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| English | | | | |
| Hindi | | | | |
| Tamil | | | | |
| Telugu | | | | |

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent
Employment Status: Full time

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