



Aishwarya Yesodharan



Application Support Analyst seeking roles in Software Development, Application Programming, Application Maintenance, Project Management, Requirement Analysis, Solution Architecture, MySQL, Chef, Appian, Salesforce Cloud CRM, Microsoft SQL Server, Jenkins

Current Designation: Application Support Analyst -BA2	Total Experience: 5 Year(s) 1 Month(s)
Current Company: Barclays	Notice Period: 2 Months
Current Location: Pune	Highest Degree: B.Tech/B.E. [Computer Science]
Pref. Location: Bengaluru / Bangalore, Gurgaon, Mumbai	
Functional Area: IT Software - Application Programming / Maintenance	
Role: System Analyst	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Application Support Analyst, System Analyst, Software Development, Application Programming, Application Maintenance, Project Management, Requirement Analysis, Solution Architecture, MySQL, Chef, Appian, Salesforce Cloud CRM, Microsoft SQL Server, Jenkins	
Verified : Phone Number Email - id	

Last Active: 23-Jan-21

Last Modified: 23-Jan-21

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Summary

5 years of experience in Information Technology.
Interacted with clients for requirement gathering, effective analysis and resolving issues.
Good experience in client interaction and understanding business application & business data flow.
Basic hands on experience in SQL.
2 years' experience as an Application SME.
Hands on experience in Banking Domain.
Good communication, analytical and troubleshooting skills.

Work Experience

Barclays as Application Support Analyst -BA2
Jun 2017 to Till Date

Troubleshooting Legal application errors by the applications' s inbuilt error log and diagnostic tools.
Customizing legal aspect for the user using different modules available in the application, viz customization modules.
Building reports requested by clients' data by using SQL querying for customized requests.
Building different templates apart from system delivered ones using SQL querying.
Work on SF incidents and Problem records and assist Development & Resource on issue/bug cases.
Running pre-defined stored procedures and SQL queries to resolve issues.
Automation of report for ERRP using PowerShell scripting
Terminal Servers and IIS Web Service issues.
Work on end to end application releases over weekends
Participated in automations for housekeeping for disk cleanup using windows batch file
Was available 24x7 when required (On Call).
Lead PROD issue calls and triage calls set up by business
Providing mentorship to the new hires.
Owned workflow and technical issues by creating Problem records and involved in end to end resolution with business and development team for permanent fixes
Issue KB articles and LAM documents on confluence and ITSD
Work on weekend end to end DR activity for in house applications
Monitoring of AutoSys jobs to deliver data and feeds to client
Building strategy to manage incidents and streamline the workload, maintain strict SLA process and detailed documentation.
Handling escalation and critical issues by taking remote connection through WebEx

Unisys as Support Analyst
Aug 2015 to Feb 2017

Handled B2B user enquiries on all Capital One Products from OS to LOB Apps.
Delivered High technical capabilities in the process and handled escalation mailbox,



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Knowledge Management and Process Enhancement.
Strong understanding of Active Directory, Exchange server and how it relates to desktop support.
Strong understanding of Infrastructure- management and support.
Strong understanding of Microsoft Windows OS as well as Outlook related issues and how to fix them.
Strong understanding of corporate network and security. Excellent skills in troubleshooting the exact point of failure.
Extensive experience in process compliance, customer satisfaction and quality analysis.
Strong management skills - stringent execution and planning, building commitment in team to achieve project objectives on schedule.

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Education

UG: B.Tech/B.E (Computer Science) from Rajiv Gandhi Proudhyogiki Vishwavidyalaya (RGPV), Bhopal in 2015

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IT Skills

Skill Name	Version	Last Used	Experience
MySQL			
CHEF			
APPIAN			
Jenkins			
AMAZON Web Services			
Microsoft SQL Server			
App Dynamics			
Kibana			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Bengali				
Malayalam				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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