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Rajesh Rajendran 🌟 Featured 📝

Rajesh Rajendran

Senior Engineer - Tech Support seeking roles in Application Support,Production Support,IT Operations,Incident Management,ITIL Process,Log Analysis,MSSQL,MYSQL Server,Putty,WINSCP,Confluence,Tidal Scheduler,Autosys,Crontab,Run Deck,HP Service Manager

Current Designation: Senior Engineer - Tech Support	Total Experience: 7 Year(s) 0 Month(s)
Current Company: Sasken Technology	Notice Period: 2 Months
Current Location: Chennai	Highest Degree: B.Tech/B.E. [Information Technology]
Pref. Location: Bengaluru / Bangalore,Chennai	

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Senior Engineer,Tech Support Engineer,Application Support,Production Support,IT Operations,Incident Management,ITIL Process,Log Analysis,MSSQL,MYSQL Server,Putty,WINSCP,Confluence,Tidal Scheduler,Autosys,Crontab,Run Deck,HP Service Manager

Verified : 📞 Phone Number | Email - id

Last Active: 19-Jan-21   Last Modified: 19-Jan-21

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Summary

7 years of experience in Application support, Infra-Production support, Application & Infrastructure Engineer and IT management.

Work Experience

◉ **Sasken Technology** as Senior Engineer - Tech Support
Apr 2019 to Till Date

Project 4: (4 April 2019 - Till now) Caterpillar Digital Web Application Production Support
Role/Position: Senior Engineer
Responsibilities:
Monitoring alerts in TMART & Silk Performance Manager.
Strict adherence to SLAs in Incident management and handling P1 P2 critical incidents.
Sync up with backend engineering teams regarding the Bug in the product setup and creation of CPIs & drive to closure.
Analyzing the Azure logs for any critical issues like Portal down, subscription issues, scheduled reports are not generated in the CAT digital web portals.
Ticketing tools: CRM, Service Now and SalesForce
Azure environment ? Application restart, Analyzing application logs (application insights & application weblogs), Blob storage, web job scheduling for mass migration/subscription.
Weekly/monthly SLA meetings and presentation of Ticket velocity to the Client

Achievements
Awarded Twice as the ?Virtuoso of the Month ?in ?Insurance Services? IT IS Practice-Cognizant Technology Solutions.
Awarded with the certificate of Appreciation for ?Exemplary Performance? directly from the Client Vice President.
Awarded Cognizant Infrastructure Services (CIS) ? HOX Champion of the Month.
Awarded with the Certificate of Appreciation as Customer Champion.

◉ **WIRECARD India Pvt Ltd** as Senior Support Engineer
Jun 2017 to Apr 2019

Project 3: (June 2017 - April 2019) ANZ, Cibanco and OCBC Bank (Issuing and Acquiring)
Role/Position: Support Engineer
Responsibilities:
Taking ownership and managing Day-to-day health checks, monitoring alerts, Daily audits of L1 Team.
Analyzing the transaction failures in the backend SQL server and working on it extensively to resolve the issues.
Providing first-hand information to Clients about the scheduled and planned activity/releases.
Business Operation activities: Card generation process, Front-end report uploads and analysis of missing of reports, Batch processing, Edit package raw file downloads and processing, VISA and MASTER file download process.
Initial level support to ANZ Prepaid cards/Travel cards/Salary cards, Cibanco and OCBC Banks

Incident Management and extensive knowledge of working in P1 P2 severity high critical tickets.

- **Cognizant Technology Solutions** as Associate - Tech Lead
  Jun 2013 to Jun 2017

  Project 1: (June, 2013 - November, 2014) XL Insurance (XL Catlin, now)
  Role/Position: Production Support Engineer
  Responsibilities:
  Proactive health monitoring and system availability.
  Working experience in ITIL process on Incident management, problem management and change control.
  Solving/handling issues in application, resolving incident cases and service request.
  Application related process monitoring, troubleshooting and providing solutions in the agreed SLA timings.

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Education

UG: **B.Tech/B.E. (Information Technology)** from **Anna University** in **2012**

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IT Skills

Skill Name	Version	Last Used	Experience
UNIX, Windows XP/Windows 7, Windows Serve			
MSSQL, UNIX/LINUX			
MYSQL Server 2008, 2012			
Putty, WINSCP, Confluence			
Tidal Scheduler, Autosys, crontab			
HP Service Manager			
CA Service Desk			
Service Now and Jira			
SALESFORCE			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Tamil				

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Affirmative Action

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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