



Vikas Gupta

Engineer seeking roles in IT Support,Application Support,Production Support,Incident Management,Project Management,Service Now,Oracle,MySQL,Linux,JIRA.

Current Designation: Application Support Engineer	Total Experience: 4 Year(s) 8 Month(s)
Current Company: Publicis Sapient MENA	Notice Period: 2 Months
Current Location: Noida	Highest Degree: B.Tech/B.E. [Computers]
Pref. Location: Delhi / NCR,Gurgaon,Noida	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Application/Tech Support,Engineer,IT Support,Production Support,Incident Management,Project Management,Service Now,Oracle,MySQL,Linux,JIRA	

Verified : Phone Number | Email - id

Last Active: 18-Jan-21

Last Modified: 18-Jan-21

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Summary

To accept all challenges and assignments assigned to me in the industry, with great responsibility and accomplish them with utmost sincerity by well-coordinated teamwork.

Work Experience

Publicis Sapient MENA as Application Support Engineer May 2018 to May 2018

Roles & Responsibility:-

Providing L1 level support to Linux based project.
Responsible for load triggering using cronjobs, commenting and scheduling cronjobs.
Monitoring of logs of a job on server and on DB as well.
Monitoring of DB session. Killing the process in case of error/exception occurs.
Finding logs on server of various running jobs to troubleshoot.
Restarting Servers and performing weekly log rotation activity.
Performed SSH key based authentication.
Providing L1 level support to multiple projects.
Using various incident management tools to log tickets such as Jira, TSRM and Service Now.
Alert monitoring and ensures their resolution in a given timeline by coordinating with L2/L3 team.
Maintaining weekly/monthly reports of alerts on excel.
Creating daily job performance dashboard to share with client.
Hands-on knowledge of data integration tool like Pentaho and Spoon.
Logs and session monitoring/analyzing using informatica workflow monitor.
Worked with a team to setup monitoring on GCP-Stack driver.

Publicis Sapient MENA as Application Support Engineer May 2018 to Till Date

Application Support

One 97 Communication Pvt. Ltd. as Associate Operations Aug 2015 to Oct 2017

Monitoring of IN (Intelligent Network)/ PG Server through monitoring tools Nagios & Zabbix, which is responsible for the recharges and bill payments of all operators at "Paytm".
Monitoring of Recharges through MS and Operators through IN Monitoring & Kibana panel.
Monitoring of payment gateways on which different-different operators runs. .
Performing initial troubleshooting (routing, queuing, and putty) to short out the issue in IN, raising alarm to concern operator/aggregator.
Raise the alert internally/externally, if the issue is critical to internal team and to particular operator/aggregator.
Monitoring of DWH reports related to IN and PG.
Using putty to ping and telnet the IP of particular aggregator/operator.
Monitoring of GCP monitoring tools for GCP data.



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writing initial level SQL queries to fetch data.
Raising tickets and task on JIRA
Maintaining sheets/reports of daily issue.

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Education

UG: **B.Tech/B.E. (Computers)** from **Invertis Institute of engineering and management, (UPTU)** in **2014**

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IT Skills

Skill Name	Version	Last Used	Experience
Oracle 11g, MySQL, RDBMS			
Linux, DDL, DML, DCL.			
MS office, Jira, TSM, Service Now.			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: **Permanent / Temporary**

Employment Status: **Full Time, Part Time**

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