

Nikesh Kumar Sahoo 

Application /Production support engineer looking for an opportunity in support profile

Current Designation: Senior Associate Consultant

Total Experience: 4 Year(s) 6 Month(s)

Current Company: Infosys

Notice Period: 2 Months

Current Location: Bhubaneswar

Highest Degree: B.Tech/B.E.

Pref. Location: Bengaluru / Bangalore, Delhi / NCR, Mumbai

[Electronics/Telecommunication]

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: Telecom/ISP

Marital Status: Married

Key Skills: Senior Associate Consultant, Software Developer, Software Application, Software Development, Production Support, Change Management, Incident Management, Risk Mitigation, Resource Optimization, Quality Assurance, SQL Developer, HANA, Soffront, Putty

Verified : Phone Number | Email - id

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

Summary

- * ITIL Certified professional with nearly 5 years of experience in Production Support & Application Support using Oracle, Linux and AWS Services in Insurance, Telecom domains; currently managing a team of 8 members
- * Hands-on experience in Bash Scripting and Hosted Bridge
- * Expertise in generating documentation in support of developed work/ tools
- * Acting as the first point of contact in acknowledging/ raising tickets related with Production & Application Management Support
- * Track record in contributing to the process improvement initiatives, workflow integration and business continuity plans in both the organisations
- * Added value to the efforts of the organisation by sharing ideas about automation of the Mail Management System with Senior Management which was accepted & implemented in Infosys in 2019
- * Impressive success in receiving the Certificate of Appreciation for 'Best Ticket Resolver' for managing the maximum number of tickets in 2017 and getting recognised

Work Experience

Infosys as Senior Associate Consultant

Feb 2019 to Till Date

Growth Path:

Feb'19 to Feb'20 - Associate Consultant

Since Mar'20 - Senior Associate Consultant

Key Result Areas:

- ? Generating & producing documentation in support of developed work/ tools
- ? Enhancing the automation framework by evaluating and incorporating the KPAs/ KPIs from previous quarters
- ? Managing operational issues and performing short-term resolution & development of long-term preventive measures
- ? Administering end-to-end management activities for all severity 1 & 2 incidents support applications
- ? Sharing notifications and incident status with higher management and clients
- ? Collaborating directly with Incident Lifecycle Coordinators to provide initial incident response
- ? Conducting Root Cause Analysis for application instability and failures
- ? Supervising batch and backup jobs for multitude of Business Units with various systems and packages
- ? Working on all the assigned application change management activities

- ? Executing incident, problem and change management while adhering to the BCP procedures
- ? Performing Batch Processing and Batch Rectification through tools like (Please confirm names)
- ? Liaising with the stakeholders like Senior Management, Development Teams, End Users and Unit Leaders for discussing the application problems & issues
- ? Rendering support to the higher management on complex issues
- ? Supporting frontline and second level infrastructure as a part of IT Operations Team to deliver best customer service to Business Partners/ Application Owners
- ? Monitoring the application for any performance issues and communicating the same to the stakeholders
- ? Examining issues in a timely manner and following up on the recommendations and action plans
- ? Documenting and tracking the timeline of events of the process to find resolution for each incident managed for conducting the root cause analysis
- ? Participating in the team meetings regularly to discuss the progress of the work

Tangoe India Softek Services Pvt. Ltd as Associate Global Support Engineer
Jun 2016 to Jan 2019

- Key Result Areas:
- * Rendered the Production Support and L1 & L2 Support for the project
 - * Interacted with Development and Onsite Team to resolve the issues
 - * Monitored all the application servers and production servers and managed outages
 - * Conducted problem analysis by studying the trend analysis to identify recurring problems
 - * Took corrective actions to resolve the issues to prevent repeat occurrence of the same

Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **Biju Patnaik University of Technology (BPUT)** in **2014**

Other Qualifications/Certifications/Programs:
ITIL FOUNDATION CERTIFIED

IT Skills

| Skill Name | Version | Last Used | Experience |
|--|---------|-----------|------------|
| Windows Family, Linux | | | |
| C# | | | |
| Oracle | | | |
| SQL Developer, HANA, Soffront | | | |
| Putty, WinScp, ServiceNow, ELK, Soffront | | | |
| BPM, Autosys | | | |
| MS Office Communicator, Skype, Slack | | | |

Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| English | | | | |
| Hindi | | | | |
| Oriya | | | | |

Projects

Project Title: IBM BPC

Client: NORTHWESTERN MUTUAL

Nature of Employment: Full Time

Project Location: BHUBANESWAR

Role: Domain Expert

Skill Used: unix,sql and client based tools

Role Description: Product consultant

Project Details: It is one gateway process between two applications ,where we are supporting the middleware application.

Duration: Feb 2019 - Till Date

Onsite / Offsite: Offsite

Team Size: 8

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time