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Ramya Ramasamy ⭐ Featured

Ramya Ramasamy

Production Engineer seeking roles in Production Engineering,Change Management,User Management,IT Infrastructure Management,Failure Analysis,Cloud Computing,Application Support,Incident Management,Devops,AWS,Jenkins,Rundeck,Salesforce,Putty

Current Designation: Application Support Engineer	Total Experience: 5 Year(s) 3 Month(s)
Current Company: Cognizant	Notice Period: 2 Months
Current Location: Erode	Highest Degree: B.Tech/B.E. [Computers]

Pref. Location: Coimbatore,Bengaluru / Bangalore,Chennai

Functional Area: IT Software - Application Programming / Maintenance

Role: System Analyst

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Production Engineer,System Analyst,Production Engineering,Program Management,Change Management,User Management,IT Infrastructure Management,Failure Analysis,Cloud Computing,Application Support,Incident Management,Devops,Jenkins,Salesforce,Putty

Verified : 📞 Phone Number | Email - id

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

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Summary

*   Production support / Application Support - Adept at conducting fault diagnosis & failure analysis to promptly overcome operational bottlenecks and having good exposure in ITIL concepts and hands on in Incident management, Event management, Change management and Request fulfillments.
*   PMO / MSI - Coordinating and managing all Program Management Status Reporting requirements and monitoring resources against projects and budgets to provide detailed forecasts.
*   DevOps - IT Infrastructure support, Build & Release and insight into DevOps Culture, Configuration Management, Provisioning & Cloud Services. Responsibilities to architect and implement the DEVOPS activities in AWS Cloud Computing environment and support AWS cloud in enterprise level.
*   Operation Support - Deployed, configured & administered Windows servers in a fast-paced, demanding business environment.

Work Experience

🔘 **Cognizant** as Production Engineer
Oct 2015 to Oct 2015

Client   : EMDEON (Change Healthcare)
Title   : EBS ISS
Operating System : AIX and Linux & Windows
Tools   : PPM(production portfolio management), RemedyForce
Emdeon Inc. is a provider of revenue and payment cycle management and clinical information exchange solutions, connecting payers, providers, and patients in the U.S. healthcare system. The company operates the largest financial and administrative information exchange in the United States. Emdeon is headquartered in Nashville, Tennessee, with more than 25 additional locations throughout the United States.
Technical Lead | Application Support
?   Handling a total of around 200 production, certification and QA servers.
?   Shutting down and starting up production servers methodically for patching, maintenance on UNIX and Windows servers.
?   Remote management of production, certification and test servers.
?   User management (account creation and deletion)
?   Resolving alerts by trouble shooting the error on UNIX and windows servers.
?   Deploying the artifacts on AWS, Rundeck and Jenkins.
?   Terminating and restarting the services in the LoB.
?   Monitoring the Healthcare related consoles.
?   Processing RFCs (Request for change) on daily basis on HP PPM tool and RemedyForce tool.
?   RFCs include moving the data from development boxes to production tables.
?   Creating clear case lib views to change the crontab entries.
?   Taking the remote login of UNIX servers to transfer the files through sftp.
?   Maintaining shift handovers and daily checklists.
Technical Lead | PMO / MSI Reporting

- ? Weekly trend analysis for Incident Management, Service Request and Change Management.
- ? Keeping track of all the pending tasks with various teams and ensuring they are completed on time.
- ? Preparing weekly monthly and quarterly metrics deck.
- ? Measuring and maintaining SLA compliance on daily basis for the project.
- ? Daily C-SAT and Re-Open Ticket analysis.
- ? Sending out the daily dashboards to the client and internal team which showcases the performance on daily basis.
- ? Preparing the MSR and PMR deck every month.
- ? Been a key role in automating the reporting structure for the project.
- ? Doing Exception handling for Incident Management and Service Request report by identifying the exception and coming up with techniques to reduce the number of exceptions on daily basis.
- ? Been part of the BGV for the new hires and for Onboarding and off boarding of the associates.

Cognizant as Application Support Engineer
Oct 2015 to Till Date

application support engineer, MSI reporting

Education

UG: **B.Tech/B.E. (Computers)** from **Sei Venkateswara Institute Of Science And Technology** in **2014**

IT Skills

Skill Name	Version	Last Used	Experience
WINDOWS SERVERS			
AIX/Unix/Linux, IIS 6.0			
Putty, PPM, Secure CRT			
Salesforce, IBM Netcool			
Microsoft Office			
Jenkins, Run Deck			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Tamil				

Projects

- Project Title: Emdeon
  Client: Cognizant
  Nature of Employment: Full Time   Duration: Oct 2015 - Jul 2020
  Project Location: Bangalore   Onsite / Offsite: Offsite
  Role: Other   Team Size: 8
  Skill Used: unix, linux, Salesforce, HP PPM
  Role Description: production engineer/application support and PMO
  Project Details: emdeon is a provider of healthcare services

Affirmative Action   # Work Authorization

Physically Challenged: No

Job Type: Permanent

Employment Status: Full time