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Usha Madhuri Dasari  



Sr. Java Production support Analyst seeking roles in System Analysis, Production Support, Configuration Management, Release Management, Change Management, Incident Management, Java, Linux, HTML, XML, Javascript, CSS, JQuery

Current Location: Vijayawada Total Experience: 9 Year(s) 0 Month(s)
Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad Highest Degree: MS/MSc(Science) [Computers]
Functional Area: IT Software - Application Programming / Maintenance
Role: System Analyst
Industry: IT-Software/Software Services
Marital Status: Single/unmarried
Key Skills: Sr. Java Production support Analyst, System Analyst, System Analysis, Production Support, Configuration Management, Release Management, Change Management, Incident Management, Java, Linux, HTML, XML, Javascript, CSS, JQuery
Verified:  Phone Number | Email - id

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

Jump to Section [Work Experience](#) | [Education](#) | [IT Skills](#) |

Summary

Production Support experience in J2EE development environment.

Monitor process and software changes that impact production support, communicate project information to the production support team and raise production support issues to the project team.

Perform production support activities which involves assignment of issues and issue analysis and resolution within the specified SLAs.

Provide daily support with resolution of escalated tickets to ensure issues are resolved in timely manner.

Suggest fixes to complex issues by doing a thorough analysis of root cause and impact of the defect.

Solid experience in developing and supporting applications including scripting skills in perl, Unix Shell scripting.


Experience in Incident Management, Change Management and Problem Management.

Experience in Configuration and Release Management.


Oracle query development, strong PL/SQL skills, knowledge of Data Modeling.

Strong Database troubleshooting experience on Oracle database.

Work Experience

 **IBM India Pvt. Ltd** as Sr. Java Production support Analyst
Apr 2010 to Jun 2017

 **Tech Mahindra Ltd** as Technical Associate
Nov 2006 to Aug 2007

 **ITC Infotech India Pvt. Ltd** as Associate IT Consultant
Feb 2005 to Nov 2006

[^ Back to Top](#)

Education

PG: **MS/M.Sc(Science) (Computers)** from **Sri Venkateshwara University (SVU), Tirupati** in 2000

[^ Back to Top](#)

IT Skills

| Skill Name | Version | Last Used | Experience |
|--------------------------|---------|-----------|------------|
| Windows, Linux, Solaris | | | |
| Java, C | | | |
| INRC, ISP, Servlets, Fih | | | |

Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

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| VBScript, ASP, ASP.NET, JSP |
| Oracle 9i, DB2, SQL Server |
| Struts2.0, Spring, Hibernate |
| HTML, XML, JavaScript, CSS, Ajax, JQuery |
| Tomcat, Weblogic, WebSphere |
| Eclipse, RSA |

[^ Back to Top](#)

Affirmative Action

Category: **General**
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**
Employment Status: **Full time**

[^ Back to Top](#)