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ALOK BEHERA ⭐ Featured

| | ALOK BEHERA |

Operation Engineer seeking roles in Unix Production Support, IT Project Management,System Administration,Network Operations,Requirement Gathering,Solution Designing,Debugging,Application Support,Shell Scripting,Oracle,MYSQL,MONGODB,JIRA,SQL

Current Designation: Software Engineer

Current Company: Altisource

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Total Experience: 4 Year(s) 10 Month(s)

Notice Period: 2 Months

Highest Degree: B.Tech/B.E. [Electronics/Telecommunication]

Key Skills: operational engineer,system analyst,it project management,system administration,network operations,requirement gathering,solution designing,debugging,application support,shell scripting,oracle,jira,sql,salesforce,bugzila,uat,unix,linux

Verified : 📞 Phone Number | Email - id

Last Active: 12-Nov-20   Last Modified: 12-Nov-20

Jump to Section | **Work Experience** | **Education** | **IT Skills** | **Projects** |

Summary

*   A highly motivated IT professional having 4.10 Years of working experience in JAVA Application/Production Support using Oracle, UNIX and Shell Scripting.
*   Having strong debugging skill in both application as well as user level.
*   Identifying defects, discrepancies and trends by ways of log analysis/Splunk and applying quick fixes in production server with the help of Development Team.
*   Improving application stability and performance by observing patterns, recurring failures and/or issues, and advice development team on permanent fixes as part of Problem management.
*   Having good knowledge in monitoring tool like ITRS Geneos, Nagios.
*   Working Knowledge on searching, monitoring, and analysing machine-generated big data tool Splunk.
*   Involving and applying quick fixes in production server to address customer issues.
*   Working on different ways to solve problem or improve stability in existing application setup.

Work Experience

◉ **Altisource** as Software Engineer
Mar 2020 to Till Date

Trelix Connect .

Trelix is a java web based application hosted on AWS cloud which provides Underwriting and QCPC Services for mortgage loan originators and supports full life cycle from loan origination to approval. It also maximizes the automation in processing documents and rules in various stages of the review by minimizing the amount of manual review required to meet compliance requirements and SLAs tied processing of loans.
Responsibilities:
*   Responsible for Application support, maintenance and daily health check.
*   Responsible for Troubleshooting existing issues and Incident managements.
*   If the issue is resolved, mention the steps taken in the ticket and close it with the current status after resolving the issue, else escalate it to respective dependent teams for further investigation.
*   Involved in Application Enhancements and Contact level 3 and get them on to the issue if the issue is beyond Level 2 according to priority level of ticket.
*   Responsible for creating reports from Databases and Updating Database with Live Data on daily basis.
*   Responsible for deployments (both my manually and through Chef) through Change Requests for the application upgrade and maintainance.
*
*   Responsible for updating tickets on daily basis and sharing daily ticket dumps to clients and Business and also weekly, monthly report decks for analytics.
*   Worked closely with client for the requirements with respect to the business work flow.

◉ **Yodlee InfoTech Pvt Limited** as Operational Engineer

Aug 2017 to Mar 2020

Project: Envestnet Yodlee Production Operations | Software as a Service
(SaaS)
Clients: ANZ, USAA, Bank of America, Fidelity, Aditya Birla ,SBI, ICICI ,Nedbank ,CITI , JP Morgan, RBC, Wells Fargo,
HSBC , HDFC etc..
Organization: Envestnet Yodlee InfoTech Private Limited, Bangalore
Role: Operations Engineer
Responsibility:
*   Managing around 500+ Linux and windows servers: including production, development & testing servers.
*   Jboss Application related troubleshooting - Out of memory, JVM heap, Log verification -Access Log, server.log and
core log, Thread dump analysis.
*   Performs software installations and upgrades to operating systems.
*   Resolving user as well as application issues and restoring services in real quick.
*   Work on ticketing based system according to ITIL process; wherein we get requests for Change Management,
Incident Management, problem management and Standard Service requests.
*   Supports media management through internal methods and procedures or through offsite storage and retrieval
services.
*   Develops and promotes standard operating procedures (SOP). Conducts routine hardware and software audits of
workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.

Monitoring:
*   Acknowledging all critical and warn alerts on Nagios dashboard and Cacti.
*   Checking job status and servers health in a regular interval.
MQ configuration:
*   Configuring Messaging Queue for every backend to route the requests
According to the respective agents.
*   Troubleshooting MQ hung, requests structure, checking queue depth, setting
Maximum queue in an MQ, routing requests to other MQ if one gets hung.
*   Setting maximum and minimum connections to avoid any major outages.
F5 Load balancer activities:
*   Add, remove, bind, unbind, enable and disable and other monitoring services
for instances based on VIP/Pool configured to the instances.
Batch Data Feed Files (BDF) processing:
*   Daily batch files according to bank accounts, users and transactions will be
processed and failures are detected and solved to feed the files in our
database as a backup for top clients like CITI, USAA, RBC, RHB & PNC.
*   These files will be imported, validated, decrypted and processed to the
database as backups.

◉ **Polaris consulting & services ltd** as Associate Consultant
Dec 2015 to Aug 2017

Project: FLEXCUBE Production Support
Organization: Polaris Financial Technology
Client: Citi Bank London (UK)
Team size: 12 members
Regions: EMEA, NAM
Modules: FX&MM (foreign exchange and money market)

Project Descriptions:-
Flexcube(5.6) is universal core banking product developed by i-flex solution. In our project it is being used as a backend
financial settlement system, which mainly deals with all financial modules such as foreign exchange (FX), money
market (MM), Loans and deposit (LD) etc. We receive deals from our upstream systems E-dealer and Intellect in the
form of XML format, which are our front office system, where user book the deals (Basically E-dealer deals with FX deal
and intellect for MM deals).once the deal booked it's come to our incoming message queue (MQ) via java pollers(which
normally pick the deal and put in (MQ).There are few back ground jobs running continuously which put them in our
incoming pollers table and then into workflow/master table and flexcube immediately send the ack'ed/nack messages
back to front office.

Roles and Responsibilities:-
Monitoring the database in production environment. Developing & modifying Shell Script Program as per requirement.
Responsible for System monitoring & responding the customer
queries .Responsible for providing L1/L2 level support depending on priority of issue to meet client SLA.
Identify tasks from Ticket Lists assigned in Snow
Proactively monitor Autosys Jobs and Looking into the Escalated Job Failures and long running jobs on Priority.
Resolving the User Tickets on priority to meet Client SLA (Critical, High, Medium, and Low).
Monitor & resolve all the P1/P2/P3 tickets in queue.
Give the status report of tickets to Manager of our department.
Support On calls support in the weekend.
In case of Job failures, the issue is analyzed, and technical solutions are provided.
Attend & resolve the issues such as application outage, Issue impacting multiple users.
Interacting with the customer and get specifications for enhancement of the application.
Monitoring both application and production server.
Write and modified some SQL queries when needed.
As per user request we have to perform Control-m task with maintain proper SLA

Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **Biju Patnaik University of Technology (BPUT)** in **2013**

IT Skills

Skill Name	Version	Last Used	Experience
Windows 03/2008/XP/7/8/10, UNIX		2020	5 Year(s) 8 Month(s)

	2020	5 Year(s) 0 Month(s)
Window 98/2000/XP/7/8/10, UNIX	2020	5 Year(s) 0 Month(s)
Windows 7/8/10,Shell Scripting	2020	5 Year(s) 0 Month(s)
Oracle 10g (SQL),SNOW, ITRS	2020	5 Year(s) 0 Month(s)
PUTTY (0.60), AUTOSYS (R11)	2020	5 Year(s) 0 Month(s)
OTC, SPLUNK ,NAGIOS, SFDC, TOAD	2020	5 Year(s) 0 Month(s)
SSH & WINSCP,F5	2020	5 Year(s) 0 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔
Hindi	Expert	✔	✔	✔
Odia	Expert	✔	✔	✔

Projects

⦿ Project Title: Trelix Connect
Client: American Liberty Mortgage, National Bank Holding ETC
Nature of Employment: Full Time   Duration: Mar 2020 - Till Date
Project Location: BANGALORE   Onsite / Offsite: Offsite
Role: Other   Team Size: 5
Skill Used: Unix, Shell Scripting, MySQL, MongoDB, Application Support, Production Support, Problem Management,
Change Management, Incident Management, ITIL,
Role Description: *   Responsible for Application support, maintenance and daily health check.
*   Responsible for Troubleshooting existing issues and Incident managements.
*
Project Details: Description:

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issue, else escalate it to respective dependent teams for further investigation.
    Involved in Application Enhancements and Contact level 3 and get them on to the issue if the issue is beyond Level 2
according to priority level of ticket.

⦿ Project Title: Envestnet Yodlee Production Operations | Software as a Service
Client: ANZ, USAA, Bank of America, Fidelity, Aditya Birla ,SBI, ICICI ,Nedbank ,CITI , JP Morgan, RBC, Well
Nature of Employment: Full Time   Duration: Aug 2017 - Till Date
Project Location: Bangalore   Onsite / Offsite: Offsite
                                                                 Team Size: 15
Skill Used: Unix, Shell Scripting, Oracle
Project Details: Currently working at Yodlee InfoTech Pvt Limited as Operation Engineer -Production Support and
Application SupportEdit | Delete
Aug 2017 to Present (0 year(s) - 9 month(s))
Project: Envestnet Yodlee Production Operations | Software as a Service
(SaaS)
Clients: ANZ, USAA, Bank of America, Fidelity, Aditya Birla ,SBI, ICICI ,Nedbank ,CITI , JP Morgan, RBC, Wells Fargo, HSBC
, HDFC etc..
Organization: Envestnet Yodlee InfoTech Private Limited, Bangalore
Role: Operations Engineer
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    Jboss Application related troubleshooting Out of memory, JVM heap, Log verification -Access Log, server.log and core
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    Performs software installations and upgrades to operating systems.
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    Work on ticketing based system according to ITIL process; wherein we get requests for Change Man

⦿ Project Title: FLEXCUBE Production Support
Client: Citibank
Nature of Employment: Full Time   Duration: Dec 2015 - Aug 2017
                                                                 Onsite / Offsite: Offsite

Project Details: Project: FLEXCUBE Production Support
Organization: Polaris Financial Technology
Client: Citi Bank London (UK)
Team size: 12 members
Regions: EMEA, NAM
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Affirmative Action

Physically Challenged: No

Work Authorization

US Work Status: Need H1 Visa

Job Type: Permanent

Employment Status: Full time