



Swathi Pothapi

Associate seeking roles in Technical Support, Application Support, Incident Management, Change Management, Project Management, Identity Access Management, System Administration, Troubleshooting, Log Analysis, Core Java, ServiceNow, BMC Remedy, Eclipse, Oracle



Current Designation: Senior Associate Total Experience: 7 Year(s) 0 Month(s)

Current Company: Cognizant Technology Solutions India Ltd Notice Period: 2 Months

Current Location: Hyderabad / Secunderabad

Prof. Location: Delhi / NCR, Gurgaon, Noida

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

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Associate, Tech Lead, Technical Support, Application Support, Incident Management, Change Management, Project Management, Identity Access Management, System Administration, Troubleshooting, Log Analysis, Core Java, ServiceNow, BMC Remedy, Eclipse, Oracle

Verified: Phone Number | Email - id

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

Jump to Section

[Work Experience](#) | [Education](#) | [IT Skills](#) |

Summary

6+ Years for overall IT experience in Application Support and handling production issues in various technologies. To serve the organization with the best of my technical skills and abilities by utilizing my educational and professional knowledge and competencies acquired by me in my academic career and professional experience.

Worked for the Onshore team for six months from Mexico Location.

Managed about 15 resources in team.

Good hands on Experience with oracle security technologies like: Oracle Identity & Oracle Access Management 11gR2

Implementation and support in Linux, Windows.

Good knowledge and Understanding of User Provisioning and Reconciliation.

Good Knowledge in Trusted & Target Reconciliation for different Target Systems.

Knowledge on Access Policies.

Having Knowledge in generating reports in BI-Publisher.

Experience in implementation of access policies and workflow notifications.

Good knowledge on configuring workflows like Approvals, Access & Password Policies.

Work Experience

• Cognizant Technology Solutions India Ltd as Senior Associate

Jan 2014 to Till Date

Created OIM objects (resource Object, Process definition, IT Resource Type, IT Resource, and Lookup etc.).

Migrations: Support developers in development oriented activities. Migrated code between Dev, Stage and production environments.

Partnering with Incident management team to resolve the production issues and service outage of those applications consuming products and services.

Participated in Customer meetings and maintained On-call for support, out of Business hours.

Used to regularly monitor the behavioural performance of the tool and proactively taken measure to reduce the vulnerability of the issues.

Implementing Change Requests as per the playbook submitted, and reviewing the implementation activities.

Troubleshooting issues related to Weblogic, like login issues with EM Console and servers restart failed etc.

I used to co-ordinate well within the team members when it comes to the matter of the sharing the work.

Groomed the juniors with KT sessions and other technical aspects of the tool.

Monitoring Scheduler jobs and troubleshooting the issues.

Monitoring the mail boxes and troubleshooting the issues related to Target system.

Implementing Change Requests as per the playbook submitted, and reviewing the implementation activities.

Worked on Access Review Tool to review access for all employees.

On-boarded new applications and created new reviews and reports.

Handled numerous high and critical issues reported in production and worked to find the root cause and restore the application with minimal downtime.

Worked for L3 team which involved in root cause analysis for production issues impacting the business and application availability and worked with development team to fix the defects in production permanently.



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.

Resolving and reporting low and medium tickets reported from the business and take necessary action to prevent the issue from reoccurring.
Involved in setup and respond to standardized alerts, perform regular log analysis, monitor and maintain systems to identify any issues. Maintain overall system health to maximize system uptime, and ensure delivery of service level objectives.
Implementing Change Requests as per the playbook submitted, and reviewing the implementation activities

[^ Back to Top](#)

Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **JNTU COLLEGE OF ENGINEERING, ANANTAPUR** in **2013**

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
ORACLE IDENTITY MANAGER			7 Year(s) 0 Month(s)

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✓	✓	✓
Hindi	Proficient	✓	✓	✓
Telugu	Proficient	✓	✓	✓

[^ Back to Top](#)

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

[^ Back to Top](#)