



Govardhan Reddy Perla

Senior Application Support Engineer seeking roles in Production Support, Application Management, File System Management, Linux, Unix, Oracle, Apache Web Server, JIRA, Service Now



Current Location: Bengaluru / Bangalore Total Experience: 3 Year(s) 3 Month(s)

Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad Notice Period: 15 Days or less

Functional Area: IT Software - Application Programming / Maintenance Highest Degree: MCA [Computers]

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Senior Application Support Engineer, Production Support, Application Management, File System Management, Unix, Apache Web Server, JIRA, Service Now, SQL

Verified: Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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Summary

Having 3+ years of experience as a Senior Application Support Engineer with implementation and support consultant. I have good experience in analysing and solving day-to-day Production issues with client facing skills also having experience in extending support in 24x7 environments.
Three year of experience in Core banking services on Linux platform
Good exposure to Production Environment Support in UNIX and Linux
Experience working with defect management software such as JIRA, Service Now
Good Experience in File system management
Deploying tomcat applications in production environment
Good Experience in troubleshooting tomcat related issues
Good Experience in troubleshooting core banking service-related issue
Analyze and resolve escalated problems within target
Good Experience in Apache Web server
Provide technical support for 24x7
Participate in support functions including day-to-day project support, working closely with Development, Operations, and end users

Work Experience

CMS IT Services Pvt. Ltd as Senior Application Support Engineer -IT
Jul 2018 to Sep 2019

#PROJECT 2

Company : Fidelity Information Services Pvt., Ltd.

Client : Bandhan Bank

Environment : Linux, Oracle, Unix

Duration : April'17 to Sep'2019

Role : Senior Application Support Engineer (Tech Lead)

Description:

Bandhan Bank Ltd. is an Indian banking and financial services company headquartered in Kolkata, West Bengal. Bandhan, which started as a micro-finance company in 2001, received banking licence by Reserve Bank of India in 2014. Bandhan Bank became the 8th largest bank (27 March 2018) in India by market capital (? 56920 Cr). According to the Annual Report of the bank of 2016-17, the Bank has 840 branches, 2,443 DSCs (Doorstep Services) and 282 ATMs and 12,004 Mini-ATMs (Hand-Held Devices).

Responsibilities:

Troubleshooting the Linux issues which we are getting in the production
Have Knowledge on Linux Shell Scripting
Handling core banking service-related issue
Monitoring System Performance of Disk Utilization, and CPU Utilization for 24*7 uptime
Automated tasks through scripting
Having experience with Symbolic links
Keep monitor on File System alerts
Handling tomcat deployment related issue
Having Good Experience on resolving the production Issues on Time based on Priority



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.

Having Good Experience in handling the production issues on time based on priority
 Attending the weekly scheduled outages
 Handle work and Change Requests and Incidents
 Participated on quarterly and Half yearly activities (DR Activities)
 Good Expert on JIRA, Service now Ticketing Tools
 Have experience in Year-end activities

PiTree Consultancy Services Pvt. Ltd as Support Engineer
 Jun 2016 to Jul 2018

#Project1

Company : Fidelity information services Pvt.Ltd
 Client : Bharatiya Mahila Bank
 Environment : Linux, Oracle 10g, Windows 2010
 Duration : June'16 to Mar'17
 Role : Application Support Engineer

Description:
 Bharatiya Mahila Bank (BMB) was an Indian financial services banking company based in Mumbai, India. Former Indian Prime Minister Manmohan Singh inaugurated the system on 19 November 2013 on the occasion of the 96th birth anniversary of former Indian Prime Minister Indira Gandhi. Although initially reported as a bank exclusively for women, the bank allows deposits to flow from everyone, but lending will be predominantly for women. India is the third country in the world to have a bank especially for women, after Pakistan and Tanzania. The bank was merged with State Bank of India on 31 March 2017.

Responsibilities

Troubleshooting the Linux issues which we are getting in the production
 Handling core banking service-related issue
 Monitoring System Performance of Disk Utilization and CPU Utilization for 24*7 uptime
 Automated tasks through scripting
 Quickly respond to Alerts and Command center calls
 Attending the weekly scheduled outages
 Handle work and Change Requests and Incidents
 Knowledge on tomcat deployment related issue
 Performed EOD activities

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Education

UG: **B.Sc (Maths)** from **Sri Venkateshwara University, Tirupati** in **2012**

PG: **MCA (Computers)** from **Sri Venkateshwara University (SVU), Tirupati** in **2015**

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IT Skills

| Skill Name | Version | Last Used | Experience |
|-------------------|---------|-----------|----------------------|
| JIRA, Service Now | | | 3 Year(s) 3 Month(s) |
| Apache Web Server | | | 3 Year(s) 3 Month(s) |
| Unix | | | 3 Year(s) 3 Month(s) |
| WINDOWS 2010 | | | 3 Year(s) 3 Month(s) |
| REDHAT LINUX | | | 3 Year(s) 3 Month(s) |

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Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| English | Expert | ✓ | ✓ | ✓ |
| Hindi | Proficient | ✓ | ✓ | ✓ |
| Tamil | Beginner | | | ✓ |

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Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full time

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