



Shree Vidhya

Technical Operations Associate seeking roles in Software Development, Application Programming, Application Maintenance, Project Management, Requirement Analysis, Solution Architecture, LIMS, C#, HTML, OOPS, ASP .Net, MVC, jQuery, Oracle, Toad, SSMS, Autosys



Current Designation: Technical Operations Associate -Dot Net	Total Experience: 4 Year(s) 0 Month(s)
Current Company: Infosys Limited	Notice Period: 3 Months
Current Location: Mumbai	Highest Degree: MS/MSc(Science) [INFORMATION TECHNOLOGY]
Pref. Location: Chennai, Hyderabad, Pune	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engrn	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Technical Operations Associate, System Analyst, Software Development, Application Programming, Application Maintenance, Project Management, Requirement Analysis, Solution Architecture, C#, HTML, OOPS, ASP .Net, MVC, jQuery, Oracle, Toad, SSMS, Autosys, LIMS	
Verified: Phone Number Email - id	

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

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Summary

B.Sc. (Information Technology) [3.7 Yrs. Exp. In SQL, C#, .NET, Application/Production Support. Diverse experience in production and application support, core part of support team in designing and supporting applications. Expertise in C#, HTML, OOPS, .NET, jQuery, Oracle, SQL, Autosys, ServiceCenter, UC4, TOAD, Aware about ITIL process and production support environment (UAT, Pre-Production and Production environment). Keen to learn new things and new ideas.

Work Experience

Infosys Limited as Technical Operations Associate -Dot Net
Nov 2016 to Till Date

Role and Responsibilities in present Organization

- Performing role and responsibilities of 2nd line [L2] application and production support engineer in Projects.
- System Analysis and keeping production environment running.
- Investigate performance and other problems and simultaneously fixing the same.
- Functional and ticket resolution review of juniors, mentoring them to grow technically and professionally.
- Communicate with clients to gather and understand their requirements.
- Resolving tickets as per SLA timelines.
- Monitoring group chat and escalating the tickets to the higher level of support
- Preparing knowledge articles [KA Pages] for repeated incident and providing inputs to the problem management for permanent fix

Project Title Application Development and Maintenance

Project Name XPO Logistics

Role Operation Executive, Involved in Application development

Team Size Six

Period From 17th July 2017 till 26th January 2018.

Project Summary Involved in Global Network portfolio that processes all air freight consignments within Europe and forms the link with rest of the world.

Programming Languages ASP.Net, C#, OOPS, HTML, SQL, Javascript

Database SSMS

Project Title Application Support / Production Support

Project Name Hospira

Role Senior Operation Executive, Involved in multinational pharmaceutical corporation application support and production support.

Team Size Six

Period From 20th May 2018 till 26th Jan 2019



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.

Period From 06th May 2018 till 30th October 2019.

Project Summary As a part of Multinational pharmaceutical project of application and production support, we were working on ETL process, confirmation and settlement systems. Also it includes coordination between front office, middle office and back office to keep the production environment running hassle free.

Ticketing Tool ServiceCenter

Automation Tool Autosys

Project Title Application Support / Production Support

Project Name Pfizer JAPAN

Role Technical Operations Associate, Involved in multinational pharmaceutical corporation application support and production support.

Team Size Eleven

Period From 18th November 2019 till date.

Project Summary As a part of Multinational pharmaceutical project of Application and production support, we were working on maintenance of System and applications. Also it includes coordination between front office, middle office and back office to keep the production environment running hassle free.

Ticketing Tool ServiceCenter

Automation Tool UC4

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Education

UG: **B.Sc (information technology)** from **Mumbai University** in **2016**

PG: **MS/M.Sc(Science) (INFORMATION TECHNOLOGY)** from **Mumbai University** in **2020**

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IT Skills

Skill Name	Version	Last Used	Experience
C#, HTML			
ASP.NET, MVC			
JQUERY			
Oracle, Toad, SSMS			
ServiceCenter, Autosys, UC4			
LIMS			0 Year(s) 0 Month(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				
Tamil				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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