Email ▾ | Print

Kavithaa. B ⭐ Featured

Kavithaa. B

Senior System Engineer seeking roles in Salesforce Development, Salesforce Administration,Salesforce CRM,Apex, Visualforce, Lightening, Integration, SQL DBA, Service now, Websphere, Change/Release/Production/Incident management, CRS, HP ALM QC admin

Current Designation: Senior System Engineer	Total Experience: 4 Year(s) 0 Month(s)
Current Company: Cognizant	Notice Period: 2 Months
Current Location: Coimbatore	Highest Degree: MBA/PGDM[HR/Industrial Relations]

Pref. Location: Chennai,Bengaluru / Bangalore,Coimbatore

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Salesforce Developer and Administration, Lightening, Integration, Visualforce, Apex,Salesforce CRM, Change/Release/Production/Incident Management, IT Infrastructure, SQL Server DBA, ServiceNow, Websphere, HP Quality ALM QC admin, Bmc Remedy, ITIL,

Verified : 📞 Phone Number | Email - id

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

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

Summary

Possess around 4 years of professional work experience in IT industry as a Senior Systems Engineer for a well reputed IT Firm.

Work Experience

🔘 **Cognizant** as Senior System Engineer
Sep 2016 to Till Date

Project Details:

Project Experience   Project Name: Mainspring Development
OS/Platform: Windows
Technology Used: CRM, Sales cloud, Visulaforce, Apex, Lightning
Team Size: Around 50
Designation: Application Developer
Role: Mainspring developer (Duration From - Aug 2019 ? present day)
Organization: Cognizant Technology Solutions
Roles and Responsibilities

Involved in Designing, Developing and Implementation.
Development of modules within dead line.
Real Time Alerts using Streaming API
Requirements gathered for product development from various sources.
Preparation of Technical design documents for the product development.
Allows Accounts, Budgets and Budget Allocation, Projects, Tasks and Resources.
Real time notification alerts for task allocation.
Timesheet approvals and ticket creation.

Project Experience   Project Name: MetLife - Change and Release Management
OS/Platform: Windows 10
Technology Used: UCD, App Dynamics, HP Quality Centre, Service Now, Salesforce
Team Size: Around 45
Designation: Sr. Systems Engineer
Role: Production support (Duration From - Jan 2018 ? July 2019)
Organization: Cognizant Technology Solutions
Roles and Responsibilities

MetLife LEM Service Release management team handles releases on Around 65 applications.

Ensure the changes are recorded and evaluated, and authorized changes are prioritized, planned, tested,

implemented, documented, and reviewed in a controlled manner.

Ensure all changes to Configuration Items (CIs) are recorded for use within the Configuration Management Process.

Monitoring the health of the critical applications that are due to release in stringent timelines, by smoke testing in the Lower Environment, to ensure the applications are available for the testers to test. In case of an issue have war rooms initiated and triage the issue to closure ensuring 90% availability of the application/environment. Worked on Status report, Metrics report, and Client Governance report compliance.

Experienced in Project Management, Service Delivery Management, Operations Management, Server Administration, detecting defects and issues in QA and Integration (testing and production environment) using Appdynamics, WebSphere and Salesforce tool under various domains like Insurance, and cognizant application support projects.

Project Experience   Project Name: Cognizant Application Support (CAS)
OS/Platform: Windows 10
Technology Used: SQL, BMC Remedy, CRS
Team Size: Around 45
Designation: Sr. Systems Engineer
Role: Team Member/ L2 Analyst (Duration From - Sep 2016 ? Dec 2017)
Organization: Cognizant Technology Solutions
Roles and Responsibilities

CAS NPS handles issues on Around 10 applications.

Exposure to SQL (Knowing the Basic concepts in DML, to create new user & to provide access to specific DB, Job scheduling steps, Alerts and notification about the scheduled jobs).

Provided support on phoenix application (BMC) and Incident Management.

Handled issues related to CRS (Central repository database) data, data mismatch in destination applications using SQL.

Handled issues on One Communicator, which includes process creation in UAT environment, along with production environment queries like updating HTML and XML templates in production and moving the processes from UAT to Production and various other queries regarding the One Communicator Platform from scratch.
Knowledge in Run books, Monitoring.
Knowledge Management (Document & Web Based)
Good meeting management capabilities and client interaction experience / Customer handling skills.

Education

UG: **B.Tech/B.E. (electronics and instrumentation)** from **Anna University** in **2016**

PG: **MBA/PGDM (HR/Industrial Relations)** from **Madurai Kamaraj University (MKU)** in **2020**

Other Qualifications/Certifications/Programs:
Salesforce Platform Developer
Cognizant certified professional in ITIL V 3.0
CIS Cloud Awareness Program

IT Skills

Skill Name	Version	Last Used	Experience
CRM			
Visulaforce			
Apex Class			
TRIGGERS			
Batch Apex			
SOQL, SOSL			
Process Builder			
SQL, BMC Remedy			

Languages Known

Language	Proficiency	Read	Write	Speak
English		✔	✔	✔
Tamil		✔	✔	✔
Hindi		✔	✔	

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent
Employment Status: Full time

Employment Status: Full time