



**Supriya Mohanta**



Senior Software Engineer seeking roles in Application Support, Production Support, Application Maintenance, Incident Management, Change Management, Shell Scripting, Oracle, GIT, Jenkins, Teamcity, Unix, Putty, SQL Developer, Note ++, Winscp, Jira, ServiceNow

Current Designation: Senior Software Engineer- Application Support Total Experience: 4 Year(s) 0 Month(s)

Current Company: HCL Technologies

Notice Period: 3 Months

Current Location: Bengaluru / Bangalore

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

Pref. Location: Bengaluru / Bangalore, Chennai, Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: System Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Senior Software Engineer, System Analyst, Application Support, Production Support, Application Maintenance, Incident Management, Change Management, Shell Scripting, Oracle, GIT, Teamcity, Unix, Putty, SQL Developer, Note ++, Winscp, Jira, ServiceNow, Udeploy, Jenkins

Verified: Phone Number | Email - id

Last Active: 18-Jan-21

Last Modified: 18-Jan-21

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## Summary

Having 3+years of IT experience in L2 level of Application / Production Support  
Proficient in UNIX commands  
Good knowledge of SHELL SCRIPTING  
Proficient in ORACLE  
Knowledge in DEVOPS TOOLS(GIT,JENKINS,TEAMCITY)  
Extensive experience in Application & Production Support and Maintenance  
Having experience in Telecom Domain and Banking Domain.  
Proactively working on resolving issues before they impact on business  
Communicating with client regarding the impact of issues and resolving with in SLA  
Wisely managing known errors / issues in a consistent manner

## Work Experience

• **HCL Technologies** as Senior Software Engineer- Application Support  
May 2018 to Dec 2020

2) Project name: Citi Group Global Market Production Support

Duration: May-2018 to till date

Client: Citi Bank

Team size: 18

Business domain: Banking

Environment: Unix, Sql

Tools used: SQL Developer, Putty and Project based tools like Autosys,

ITRS Geneos, Udeploy, Teamcity, Service Now

Devops tools: Git, Jenkins, Teamcity

Role: Application / Production support engineer

Applications: PRIMO, GCE, XSTREAM, ZTS, MOGA, KDB

Project Description:

Citi Global Markets Production Support manages various FO, MO, CRD& Razor applications to ensure uninterrupted running of the whole IT production application. It is the first level support for developers and tester to implement their patch changes and code implementation. Deployment of various application also performed to ensure the environment is running fine, also flow from front office to middle office flow also goes fine. In addition to the daily checklist tasks to ensure application availability this team is responsible for all front office to middle office will be fine, along with that access to user for various application, Server migration, server reboot, Deployment of all application, Any Issue regarding environment. All in out team is responsible to run environment smoothly.

The Senior Analyst / Analyst position provides support to the firms consulting operations in the execution and delivery of investment consulting services to external clients. The individual will primarily be responsible for the coordination and



### Important

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completion of analytical work including client presentations, for a variety of regional offices around the globe.

#### ROLES & RESPONSIBILITY:

Responsible for providing the support in L1&L2 level depending on the priority of the issues  
Handling user request on Both Production & Access control mailbox, Ad hoc Activities  
Preparing EOD reports of all regions. Checking log flow across various application.  
Enhancing the checks before the market opens and automating various reports to the users.  
Configure log file monitoring for Central Trade Reporting System which receives a copy of trade from different source systems  
Source, prepare and analyze investment fund related information, using Microsoft Excel and proprietary software  
Configure ITRS Geneos tool for development and support applications  
Prepare Daily SOD reports for jobs, Processes and tasks and send to the user without fail  
Prepare Manager Search Reports, proactively communicating with multiple teams to resolve the issues  
Prepare Quarterly Monitoring Reports  
Prepare Research packs for Global Investment Management manager meetings  
Proactively solve users query within a time period and update the ticket accordingly  
Proficiency with Microsoft PowerPoint application, ability to prepare client presentations  
Liaise with investment managers and collect information on their offerings

- **HCL Technologies** as Senior Software Engineer- Application Support  
May 2018 to Till Date

working as senior software engineer with HCL

- **Harman** as Software Engineer  
Dec 2016 to May 2018

#### PROJECT DETAILS:

1) Project name: VIP MOBILE, SERBIA  
Duration: Dec-2016 to May-2018  
Team size: 6  
Business domain: Telecom  
Environment: Unix, Oracle 10g  
Tools used: Putty, Sql developer, Note ++, Winscp, Jira, Uo4  
Role: Application / Production support engineer

#### DESCRIPTION:

Vip mobile is a Serbian mobile network operator and a member of the Telekom Austria Group based in Belgrade. It is the exclusive strategic partner of Vodafone in Serbia  
BRIAN was introduced in 1998 by Betty Kainz, Michael Reindl and Gabriela Hansal. The first application was an interface to the Post-billing system. Now BRIAN is serving more than 200 interfaces (commands) from its Gateway systems.

It is a web service interface to the backend systems (HLR, ABC, IN, VMS etc). Historically, it serves as an Interface to Amdocs billing system. It also acts as an interface for web applications (Network Admin, eCare, Partner Web, cost manager etc) to fulfill backend request. As an interface to the system, the services for this server to use is XML.

#### ROLES & RESPONSIBILITY:

The Connectivity Services & Operation team supports following application & systems.  
BRIAN modules, Cmds And Brian Gateway  
LDAP provisioning system  
MOBILE NUMBER portability  
AMDOCS online applications "Csm", PORT-IN Management  
AUTOMATION scripts  
UC4 customization & issues  
Customer Complaints  
Production fixes  
BILLING related customer data issues  
Production to Testing server data copy  
Server health check and monitoring  
Arrange SWAT call during high priority issues  
Resolve issues related tickets based on the priority  
Escalate to L3 whenever needed by mails or Tickets

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## Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **Biju Patnaik University of Technology (BPUT)** in 2014

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## IT Skills

Skill Name	Version	Last Used	Experience
Oracle			
Shell Scripting			
GIT			
Jenkins, Teamcity			
Unix			
SQL DEVELOPER			
Winscp, Jira, Uo4			

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Proficient	✓	✓	✓
Oriya	Expert	✓	✓	✓

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Affirmative Action

Category: **General**  
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**  
Employment Status: **Full time**

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