



Rajapriya Saravanan

Associate Software Engineer seeking roles in Software Engineering, Server Administration, Project Management, Change Management, Defect Management, Quality Management, Requirement Gathering, IT Infrastructure Support, Application Support, Cost Control, Maximo

Current Designation: Associate Software Engineer	Total Experience: 2 Year(s) 0 Month(s)
Current Company: Accenture	Notice Period: 3 Months
Current Location: Bengaluru / Bangalore	Highest Degree: MCA [Computers]
Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Associate Software/Tech Support Engineer, Software Engineering, Server Administration, Project Management, Change Management, Defect Management, Quality Management, Requirement Gathering, IT Infrastructure Support, Application Support, Cost Control, Maximo	
Verified: Phone Number Email - id	

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

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Summary

Seeking a challenging career with an MNC.
A highly organized and hard-working individual looking for a responsible position to gain practical experience and generate revenue for the organisation.
To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

Work Experience

Accenture as Associate Software Engineer
Nov 2018 to Till Date

Maximo Asset Management System and WebSphere Application Server Administration
SPOC handling all the functional issues related to goods receipt, inventory, PM and Security.
Handled deployment of the newly built ear files from the development team in the WAS console.
Generating and implementing SSL certificates in different environments.
Troubleshooting application issues during peak time.
Monitoring the application servers such as production, pre-production, and Development.
Documenting issues and associated resolution to problems.

SPOC for web-based application for the procurement of indirect material called ePASS integrated with SAP systems.
Responsible for gathering and Analyzing the business requirements.
Initiating the new rollouts for the Key users of new countries and conducting platform training sessions.
Address issue related to Purchase order creation via Tickets and incidents.
Loading new supplier catalog in application and making it live for business use.
Holding vendor calls to address bugs/malfunctioning identified in the system.
Coordinating with the clients and working accordingly for collecting data from the clients.

Work with the vendor managers and developers to determine the scope and priorities for application during new release.
Documenting the acquired result of analysis and workflow as well as sign off from the respective client

SPOC of all the SaaS based applications for supplier management for ERP based system.
Monitoring of Staging/Production cloud services and application.
Assisting business users in production line SaaS application which involves researching, investigating, documenting, and presenting the outcomes.
Precisely documenting all platform changes and supporting information for approval as dictated by change management process.
Providing support to the wider customer solutions team in a timely manner by receiving, clarifying, and investigating incidents raised to the SaaS Team.
Attending training sessions offered and assisting with peer training as needed.

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.

Providing 24// support for monthly patching activities, platform upgrades, emergency issues impacting the platform which may require immediate investigation to ensure the platform stability.
Ensuring complete and timely technical explanations throughout the incident resolution process, its resolution and prevention in future.
Ensuring the internal and external interactions are handled professionally and abiding by the service level agreement.

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Education

UG: **B.Sc (Computers)** from **Ethiraj College for Women** in **2015**
PG: **MCA (Computers)** from **Anna University** in **2018**

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IT Skills

Skill Name	Version	Last Used	Experience
Maximo			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary
Employment Status: Full Time, Part Time

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