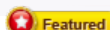




**Pratik Ranjan Mohapatra**



Senior Consultant seeking roles in Technical Support, Application Support, Production Support, Root Cause Analysis, Incident Management, Defect Management, Change Management, Unix Shell Scripting, Programming, SQL Server, AutoSys, Oracle, Putty, Linux,

Current Location: Bengaluru / Bangalore

Total Experience: 4 Year(s) 3 Month(s)

Pref. Location: Bengaluru / Bangalore, Pune, Hyderabad

Highest Degree: MBA/PGDM [Finance]

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: senior consultant, technical support engineer, application support, production support, incident management, sql server, autosys, oracle, putty, linux, itil

Verified : Phone Number | Email - id

Last Active: 18-Jan-21

Last Modified: 18-Jan-21

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## Summary

- ? Having 4+ years of relevant experience specified to Application support and Production support using technologies UNIX, SQL.
- ? Proficient in monitoring the batches.
- ? Technically proficient in UNIX and UNIX Shell Scripting (Basic).
- ? Excellent programming skills in SQL (Oracle 10g, 11g)
- ? Worked on Job scheduling tools like Autosys 4.5 and Oracle EBS
- ? Providing 24\*7 on call support
- ? Good experience in resolving production issue through tickets within SLA
- ? Always takes initiative to meet client expectation

## Work Experience

**Capgemini** as Senior Consultant  
Feb 2017 to Jun 2019

Client : Essilor of America  
Domain : Retail  
Tools : Service now, Oracle EBS, Toad, SQL server, Putty  
Platform : UNIX, Windows  
Skills : UNIX, Oracle, Shell Scripting  
Role : Senior Consultant  
Team size : 8

Description:

Essilor of America is a leading provider of lenses and spectacle frame. Millions of orders are being processed daily.

Responsibilities:

- \* Primarily responsible Monitoring Application Performance and ensure the application is functioning as designed
- \* 24x7 monitoring and support Oracle EBS application
- \* Capability to understand the typical Business Requirement/Customer requirement and come up with best technical solution
- \* Communicate and co-ordinate with the required stakeholder, teams to ensure successful resolution to the reported incident.
- \* Learns and adapts to applicable technologies, products, and tools
- \* Attending calls with the Business and Offshore team on daily basis for Requirement clarifications and delivery Issues.
- \* Handling application related user tickets as well as system generated auto alarm tickets for infrastructure issues such as node down, services down, disk space issues.
- \* Providing immediate resolution to the incoming incidents tickets raised by end users to ensure minimal impact to the business & productivity
- \* Working with different levels of support teams when there is outage or Major incident occurs.
- \* Prompt response to Exception based Alerting
- \* Database and report for incidents, change management, etc.



### 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.

- Raising and resolving incidents, change request to fulfill business needs.
- \* Validating QA environment after Regression Testing.
- \* Coordinating with OMCS-Oracle Managed Cloud Services team for Cloning of the QA environment.
- \* Raising RFC's for Refresh, Bounce of any instance, Backups, Patches, Code Promo and Infrastructure.
- \* Coordination with Development team in Testing and OMCS team for new code deployment.
- \* Completes all mandatory Compliance training on time.
- \* Provides assistance or guidance to the new members of the team.

#### **SOFTEK INIDA PVT LTD** as Application Support Engineer Apr 2015 to Feb 2017

Client : GE Treasury (Wall Street Suite)  
 Domain : Finance  
 Tools : Service now, Autosys 4.5, Toad, SQL server, Putty  
 Platform : UNIX, Windows  
 Skills : UNIX, Oracle, Shell Scripting  
 Role : Application Support Engineer  
 Team size : 12

##### Description:

WSS is a wall street Suite application handling different banking and trading processes within GE organization - CLM, ACM, DDS

This application is a vendor-based application, the Wallstreet Suite, created and supported by the Wall Street Corporation

- \* As an application support engineer needs to make sure the application is functioning as designed.
- \* primary responsibility was code level investigation of the jobs (UNIX, Autosys, Oracle 10g, 11g and SQL).
- \* Responsible for providing the support in L1/L2 level depending on the priority of the issues to meet client's SLA.
- \* 24x7 monitoring and support of CA Autosys application, web interface, Oracle databases, and related modules.
- \* Coordinate with other teams as needed to resolve infrastructure or network related errors and issues that impact application and related modules.

- \* Proactively monitors performance and escalates appropriately.
- \* Consistently communicates resolution status to end users at all times.
- \* Demonstrates thorough understanding of business, product and application usage of the supported user base.
- \* Perform approved scheduling changes as requested via Incident/Requester tracking system
- \* Report generation using SQL scripts as per users request
- \* Effectively performs operational readiness and deployment verification testing and actively monitors the change control process.

- \* Ensures effective documentation is maintained while making changes to the technical environment.
- \* Demonstrates sufficient judgment to ensure that potential major issues are escalated to and acted upon by more senior team members.

- \* Able to leverage and apply past solutions to similar new problems.
- \* Creating Knowledge documents & innovative ideas which will reduce repetitive tasks and gives focus on challenging, complex issues

- \* Begins to provide input into the vendor engagement process where appropriate.
- \* Understands and adheres to the Firm's Code of Conduct, regulatory requirements and all policies applicable to role, business, LOB, and location.
- \* Completes all mandatory Compliance training on time.

#### **IGATE Global Solutions India Pvt Ltd** as Senior Associate Dec 2011 to Feb 2015

Client: Union Bank of California  
 Roles and Responsibilities: Banking operations - Branch Balancing

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## Education

UG: **B.Com (Commerce)** from **Utkal University** in **2005**

PG: **MBA/PGDM (Finance)** from **Manipal University** in **2013**

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## IT Skills

Skill Name	Version	Last Used	Experience
Shell Script, Oracle, SQL, HTTP, HTTPS,			
Service now, Autosys , Windows, Unix			
Oracle EBS, Toad, SQL server, Putty			

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Odia				

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## Affirmative Action

## Work Authorization

Physically Challenged: No

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time

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