Resume

Roshan Sambhi

Bangalore

Professional Summary

Results-driven and detail-oriented Production Support Engineer with over 5 years of experience in Level 2 support roles. Proficient in troubleshooting and resolving complex technical issues in production environments. Adept at collaborating with distributed teams and ensuring seamless application support. Solid understanding of ITIL processes and ServiceNow, with hands-on experience in Java, J2EE, Unix/Linux, and SQL. Excellent communicator with strong analytical and organizational skills, committed to delivering high-quality solutions and enhancing customer satisfaction.

Technical Skills

- **Programming Languages:** Java, J2EE, OOPS concepts
- **Frameworks:** Spring (Core, MVC, Boot), Hibernate
- **Database Management:** SQL, MySQL, PostgreSQL
- **Operating Systems:** Unix/Linux
- **Tools & Platforms:** ServiceNow, Git, IntelliJ IDEA, Eclipse, Maven, Gradle
- **Web Technologies:** RESTful services, HTML, CSS, JavaScript
- **Testing Tools:** JUnit, Mockito
- **Process Frameworks:** ITIL

Professional Experience

Production Support Engineer |

Bangalore, India

- Provided Level 2 production support for mission-critical applications, ensuring high system uptime and prompt issue resolution.
- Collaborated with distributed teams to understand requirements and deliver solutions effectively.
- Troubleshot and resolved technical issues related to Java, SQL queries, and Unix/Linux systems.

- Monitored system performance, identified bottlenecks, and implemented optimizations.
- Adhered to ITIL processes to manage incidents, problems, and change requests efficiently.
- Documented processes, issue resolutions, and best practices to streamline operations.

Application Support Specialist |

Bangalore, India

- Handled production incidents and service requests within agreed SLA timelines.
- Performed root cause analysis and implemented preventive measures to mitigate recurring issues.
- Supported Java-based applications and ensured database integrity through efficient SQL query execution.
- Utilized ServiceNow for ticket management and workflow automation.
- Conducted training sessions for new team members, ensuring knowledge transfer and seamless onboarding.

Education

- **Bachelor of Engineering (BE) in Computer Science**

- **Certifications**

  - ITIL Foundation Certification
  - [Any Relevant Certification, e.g., Java Certification or Database Management]

Key Projects

System Performance Optimization

- Analyzed and resolved system bottlenecks in a high-traffic production environment, improving response times by 30%.
- Implemented database query optimizations, reducing system load and enhancing user experience.

Application Monitoring and Alerts Setup

- Designed and implemented monitoring dashboards for production systems, enabling proactive issue detection.
- Set up alerting mechanisms to notify relevant teams during critical incidents, reducing resolution time.

Automation of Repetitive Tasks

- Automated routine production support tasks using shell scripts, reducing manual efforts by 40%.
- Improved team productivity and ensured consistent task execution.

Behavioral Skills

- Strong verbal and written communication
- Excellent organizational and time management skills
- Effective collaboration with distributed teams
- Proactive problem-solving approach

What I Offer

- **Commitment to Excellence:** Dedicated to providing top-notch support and ensuring seamless operations.
- **Customer-Centric Approach:** Focused on delivering solutions that enhance end-user satisfaction.
- **Continuous Learning:** Eager to embrace new challenges and stay updated with the latest technologies.