

SIVAKUMAR P .V

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### **OBJECTIVE:**

To seek a challenging and responsible position in a reputed organization to render dedicated and sincere service and learning more to enrich my professional skills and want to be a core member of the organization.

### **PROFESSIONAL EXPERIENCE SUMMARY:**

- Over 6.5 years of experience that includes IT extensive experience in the Production Support, On Sight Client Support, and managing calls from clients as well as from individual customers.
- Providing Application support, configuration & Patch Movement
- Experience in the areas of Management and Information System, Control and Monitoring System.
- Have worked with Oracle Utilities like SQL Developer, putty.
- Team Player with good Technical, Analytical and Communication Skills.
- Completed advanced training in Network Administration, being specialized in CCNA.

### **TECHNICAL SUMMARY**

Hardware	Web Logic, CAM Server, ATMC, IBM AIX, M24.
Oracle Applications	Data Base Management System Support.
Software	Unix, Sun - Solaris, Oracle SQL, Microsoft Office 2013 Professional, Remote Desktop 32 bit.
Tools	Putty, CRT Sun Solaris, JIRA, Service Manager, Autosys, ITRS, MS excel, MS Word,
Languages	NETWORK, ORACLE SQL, UNIX,LINUX
Operating Systems	Windows 2008,2012,2017 UNIX (Sun Solaris),IBM AIX

### **EDUCATION**

- Bachelor of Engineering in Electronics and communication, SCSVMV University Kancheepuram, 2010-2013
- Diploma in Electronics and communication Engg, Pallavan Polytechnic college kanchipuram,2006-2009
- HSC, Board of Higher Secondary Examination, Tamil Nadu, Mar 2006.

- SSLC, State Board Examination, Tamil Nadu, April 2004.

## **PROFESSIONAL EXPERIENCE**

**Company Name:** 24 Seven operations Pvt Ltd - Chennai, India.

**Duration:** JAN' 2014 to DEC' 2015

**Client Name:** Indian Overseas Bank

Technical Skills: Linux,sql, Oracle DBA

- Patch Deployment, Application Support, Monitoring and Data base fine tuning in application.
- Configuring ATM and retrieving the records from the database as per bank requirements.
- Providing end-to-end support to ATM's, that even includes periodic checks for any errors in the ATMs, and taking the necessary measures.
- Quality check on Disk memory by constantly monitoring Servers. Disk memory space are managed and verified.
- Solving the day to day issues in the production setup.
- Administering NARADA SWITCH looking at transaction flow between the ATMS and SWITCH, tracking of networking, and tracking of allied branches and VISA, NFS and FPG transactions.
- Verifying all the reports and data file submitting to the Bank.
- Monitoring the DR site replication status.
- Participated DR drill activity (Switching over primary to DR and fall back)
- Checking the Functionality between various interfaces like NFS, RUPAY, MASTER, VISA, and FPG.
- Attending Calls from various branches for about ATM Cash position, and providing the ATM Status and solving the queries from branch, customers and ATM vendors.
- Checking the transaction details using concern logs and Database.

**Company Name:** Financial Software Systems, Chennai, India.

**Duration:** JAN' 2016 to APR'2018

**Client Name:** HDFC, BOB, OBC, IOB, VIJAYA, KVB, TMB, BHNB, UBI, UNBI, ABK, INDUSIND etc.

Technical Skills : Linux, SQL, Oracle DBA

- Providing production support to all FSSNET mobile banking transactions.
- Checking the Functionality between various interfaces like Web logic, M24, MQ and Proxies.
- Prioritizing tasks based on the business impact and urgency.
- Doing configuration level change in both server and data base level.
- Managing Mobile banking, Net Banking, Bill Pay, Mobile recharge, USSD, SMS, TNEB etc.

- Verifying all the reports and data file submitting to the Bank.
- ISO 8583 log analysis, SQL query fine-tuning and patch deployment in production servers.
- Analysis and resolve issues using oracle queries and UNIX comment.
- Collaborate with client and L2 support to ensure customer queries are duly addressed monitor application status & performance and escalate issues to relevant stakeholders.
- Analyze functional and technical cases and provide a resolution in accordance with agreed customer metrics.
- Maintain status of problem resolution and stakeholders on resolution status responsible to work with global business teams to understand and analyze functional requirements.
- Provide mobile app service support for incident, service requests to all stakeholders.
- Responsible for monitoring, operating, managing, troubleshooting and restoring the service.
- Communicating with banks and NPCI.
- Document known issues & solutions and ensures adequate internal communication of problems resolution.
- Timely escalation of incidents to higher level when required.
- Logs files monitoring for errors. Perform daily, weekly and monthly proactive housekeeping and monitoring activities.
- Vendor co-ordination, Perform basic Service Requests based on Standard Operating Procedures.
- Work in different shift round the clock, 24x7.

**Company Name:** Virtusa consulting services Pvt Ltd.

**Duration:** MAY' 2018 to Till Date

**Client Name:** Citi Bank

Technical skills: SQL

- Facilitate data analysis and reporting needs of client.
- Collect, analysis, evaluate and report date in order to increase operational productivity
- Develop, implement and facilitate process for data identification, segregation and cleaning
- Involved in resolving production problems for the application and Ensure all support service level agreements are met.
- Well Versed in resolving problem relate to the quality and business process
- Well versed in working on priority to alerts and incidents
- Maintain Personal effectiveness, embracing challenging deadlines, change and complex problem solving, approaching tasks with motivation and commitment.
- Providing production support to commercial card application.
- We are using ITRS dashboard, if we see any red alert need to inform L2.

- Report sent daily basis status of jobs.
- Providing end-to-end support to job status.
- Tickets are reassigning to respective teams.
- We are using autosys tool need to check job status as well as change the status.
- Participating week end release activity.
- Need to check Load box on BAU time.
- Work in different shift round the clock, 24x7.
- Timely escalation of incidents to higher level when required.

**DECLARATION:**

I hereby declare that the above-furnished information is true and correct to the best of my knowledge.

Date:

Signature

Place: Chennai

(Sivakumar P V)