

Veera Sakthivel

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PROFESSIONAL SUMMARY

L2 Support Engineer with 7+ years of experience, including 4 years supporting mission-critical banking and financial applications in 24x7 production environments. Strong expertise in incident management, real-time monitoring, root cause analysis, and SLA-driven support. Hands-on experience in application deployments, log analysis, SQL troubleshooting, and production issue resolution. Proficient in transaction end-to-end analysis, CI/CD pipelines (Azure DevOps), and release management. Proven ability to collaborate with cross-functional teams to ensure system stability, high availability, and business continuity. Skilled in Grafana monitoring, ITSM tools, and post-incident RCA documentation.

WORK EXPERIENCE

BlueScope Information Technology, Chennai, India.

Client Location: Kotak Mahindra Bank Limited, Bangalore, India.

Project: FCMS

CTB – Application Support Analyst | SRE

Jan-2025 – Dec-2025

- Performed Linux log analysis, Java application troubleshooting, and SQL-based data validation to identify root causes.
- Proficient in utilizing **Azure for building and releasing CI/CD pipelines**, ensuring streamlined **deployments**, managing application restarts, and ensuring **continuous environment accessibility**.
- Supported **application deployment and patch management processes using Azure, Git, and Shell scripting** to automate routine support tasks.
- Troubleshoot build, deployment, and environment-related issues, working with developers and QA teams to ensure timely resolutions.
- Collaborated with L1 support, development teams, and other stakeholders to resolve complex technical problems.
- Queried databases using **SQL** to validate transactional integrity and trace application-level inconsistencies.
- Participated in client meetings and presenting **RCA findings, workarounds, and enhancement suggestions**, improving overall client satisfaction.
- Created and maintained **SOPs, KEDB, RCA documents**, and knowledge base articles to improve operational transparency and reduce repeated issues.
- Collaborated with cross-functional teams to address critical issues during major releases, (**DR**) disaster recovery drills, and infrastructure migrations.
- Maintained adherence to SLAs by minimizing downtime, proactively monitoring systems, and ensuring consistent, reliable support.

Project: FCC

RTB - Production Support Engineer

Jan-2024 – Dec-2024

- Provided production support for Finastra's FCC modules, including Import LC, Export LC, Collections, Shipping Guarantee, Inward and Outward Remittance, and Fund Transfers, analyzing production issues across global banking clients.
- Utilized **SQL** for transactional data analysis and performed **Linux log analysis** to identify root causes of production issues and ensure data integrity.
- Ensured accurate **daily reconciliation of transactions** across LC and SG modules, and submitted reconciliation reports to stakeholders for transparency and audit readiness.
- **Analyzing logs and XML message flows** (inbound/outbound queues) to diagnose issues across middle-office integrations.
- Participated in weekly **Change Advisory Board (CAB) meetings**, representing support readiness for upcoming deployments and system changes (ITIL).
- Participated in **production deployment** activities and post-deployment validations.
- Utilizing the **Eclipse IDE to trace Java stack flows**, facilitating the faster identification of bugs and logic anomalies.
- Escalating complex technical issues to the appropriate internal teams for resolution.

Project: FCMS

CTB – Technical Support Engineer | SRE

Jan-2022 – Dec-2023

- To perform Start of Day (**SoD**) and Start of Week (**SoW**) Checks, continuous monitoring, and regional handover.
- Provided application support for Finastra's FCMS modules, including Payments (RTGS, NEFT, IFT and IMPS), and analyzing UAT issues in coordination with the BSG and QC teams.
- Deploying and managing application environments using **WebSphere Application Server** for the frontend and Liquibase for database changes.

- Configured and maintained WebSphere shared libraries, application environments, data sources, JDBC connections, and MQ setups for multiple clusters and profiles.
- Queried databases using **SQL** to validate transactional integrity and trace application-level inconsistencies.
- Managed certificate imports on Linux servers enabling reliable communication with external services such as TIBCO and Finacle.
- Responsible for the escalation matrix and engagement of stakeholders, communicating technical issues to merchants and internal departments.
- Creating and updating knowledge base articles in **Azure Wiki and internal documentation** to streamline incident resolution.

SKILLS

- Programming & Scripting:** Shell Scripting, Java 8 – application troubleshooting, log analysis, stack trace analysis, flow tracing
- Database:** Oracle SQL, MS SQL Server – query execution, joins, data validation, production issue analysis
- Deployment & Integration:** IBM WebSphere Application Server 8.5 / 9.0 (ND), Apache Tomcat, WebSphere MQ
- Application Support & ITIL:** L2 Production Support, Incident, Problem & Change Management, RCA, KEDB, SOP documentation
- Operating Systems & Platforms:** Windows Server, Linux
- DevOps & Automation:** Azure DevOps CI/CD (build & release pipelines), Git, AWS (CLF – Learning)
- Monitoring & Reporting:** Grafana, Prometheus, Power BI dashboards for operational and performance reporting
- ITSM & Tools:** ServiceNow, SFDC (CRM platform for case management), Ticketing Systems, MS Office Suite
- Soft Skills:** Stakeholder communication, SLA-driven support, day-to-day operations, incident management, interpersonal skills

S. Velayuthanadar Home Appliances, Surandai, Tamil Nadu, India

Inventory Manager

Feb-2021 – Dec-2021

- Managed daily inventory operations, including stock receiving, storage, and dispatch
- Monitored stock levels to prevent shortages and overstock situations
- Maintained accurate inventory records using stock registers / billing systems
- Coordinated with suppliers and vendors for timely replenishment of goods
- Ensured proper product labeling, shelf arrangement, and FIFO practices
- Reduced inventory losses by monitoring expiry dates, damages, and pilferage

RHS Logistics, Dubai, UAE.

Client: Syncron supply chain management solutions, Dubai, UAE.

AppleCare Operations Technician

Aug-2018 – Dec-2020

- Performed diagnostics, repairs, and replacements for Apple products including cameras, speakers, microphones, and batteries, ensuring high-quality service and customer satisfaction.
- Conducted MRI diagnostics and manual testing of Apple products to identify and resolve hardware issues.
- Managed inventory by adhering to the first-in, first-out (FIFO) approach, ensuring optimal stock levels and minimizing waste.
- Identified and rejected damaged items, recorded shortages, and coordinated with shippers to resolve discrepancies.
- Packed goods qualitatively and quantitatively for outbound shipments, ensuring safe and efficient delivery.

SKILLS

- Hardware Repair & Diagnostics:** Camera, speaker, microphone, and battery replacement; MRI diagnostics for Apple products.
- Inventory Management:** FIFO approach, RF scanners, stock optimization, damage control.
- Technical Troubleshooting:** Manual testing, quality assurance, problem resolution.
- Tools & Technologies:** RF scanners, inventory management systems, diagnostic tools.

ACHIEVEMENTS

- Implemented CI/CD pipelines in Azure DevOps for all frontend and backend deployments, streamlining release processes and ensuring faster, reliable releases.
- Automated application and web server start/stop processes, allowing developers and QC team to perform their testing independently.
- Consolidated the PowerShell deployment scripts into a single optimized script for all WAR file deployments, reducing build artifact copy time by 40%.
- Built an advanced Shell automation on AIX to manage Oracle WebLogic Report Server lifecycle (stop/start), replacing manual pattern-based process identification with automated, reliable logic.
- Reduced ticket volume by 30% by automating repetitive tasks (log rotations, server checks, and housekeeping activity with email alerts.)

EDUCATION DETAILS

B.E. (Electrical and Electronics Engineering) – JP College of Engineering, Tenkasi.