

AMAL BABU

| Cell: +1 2898877085 | Email: amalbabunirappel@gmail.com |

PROFESSIONAL SUMMARY

Over 4 years of experience in IT infrastructure and application support across Linux and Windows environments. Experienced with big data platforms (Hadoop, Hive, Spark) for monitoring, debugging, and enhancing system features to improve data management and customer experience. Adept at translating business requirements into scalable technical designs, optimizing performance, and producing clear documentation to drive operational excellence. Skilled with designing and managing Informatica ETL workflows and SQL Server Management Studio jobs to orchestrate complex data events. Proficient in maintaining servers and supporting 15+ enterprise applications—including SAP and Konektiv financial systems, Jira, Confluence, and Bitbucket—plus retail and warehouse solutions such as self-checkout lanes, handheld scanners, and printers.

SKILLS & ABILITIES

- Build ETL Pipeline integrating various tools
 - Informatica Cloud
 - Apache Spark
 - Apache Kafka
 - Oracle 19 c
 - SQL server Management Studio
 - Apache Hive
 - MySQL
 - PostgreSQL
- Data Analysis using Various Tools
 - R Studio
 - Apache Spark
 - Power BI
 - Tableau
- SDLC - Agile Methodology (Scrum)
- Power BI for Data Reporting – DAX & Measures
- Dataverse, SharePoint Online, and Excel Online for Data Management
- Linux and Window based server management & maintenance.
- Query and Data Transformation
- Office 365, D365, and SAP integrations using with various applications.
- API Development
- HTML, CSS, and JavaScript
- Django Framework(python)
- Spring boot framework(java)
- React and node JS
- AI Builder
- Git Integration with various Apps
- On-premises data gateways
- On premises & cloud server Administration, Governance, Licensing
- Software development for various handheld-devices which are common in large warehouses.

PROFESSIONAL EXPERIENCE

CLOUD SUPPORT ASSOCIATE

| Accenture Technology Solutions, India | Feb 2023 -Jun 2023

- Managed production support for SAP-based inventory and WMS applications across franchise networks.
- Administered Linux and Windows servers via PuTTY: patching, performance tuning, service restarts and backup validation.

- Troubleshoot POS environments—self-checkout kiosks, Zebra RF scanners and printers—to ensure uninterrupted retail operations.
- Automated and monitored SQL Server Management Studio jobs and Windows Scheduled Tasks for data imports and system health checks.
- Built Power BI dashboards to track SLA metrics, incident trends and infrastructure utilization for continuous process improvement.
- Enforced data-security and change-management protocols; escalated high-priority logistics-impact incidents and coordinated with L3 application owners.

SENIOR SYSTEMS ENGINEER /PROGRAMMER

| Cognizant Technology Solutions, India | Jun 2019–Dec 2022

- Tunes and enhancing the report for performance refinement.
- Testing Power BI data source.
- Modify or Develop code and reports based on the client expectations/needs.
- Enhancing applications by implementing automation activities in accordance with business expectations.
- Prepare meeting notes and on daily execution/highlighting of the application and presenting to clients and management with additional enhancement.
- Designed and maintained end-to-end Informatica ETL pipelines, ingesting diverse NoSQL and flat-file sources into SQL Server; automated job restarts and error-recovery routines.
- Monitored Hadoop and Hive logs to track errors; diagnosed root causes and deployed system fixes to ensure pipeline reliability.
- Developed RESTful APIs and web services using Python Django and Java Spring Boot to support internal data-management workflows.
- Managed critical-uptime Linux and Windows servers hosting enterprise applications; performed capacity planning, patch management, and disaster recovery drills.
- Leveraged Jira, ServiceNow and Remedy for ticket triage, SLA tracking, change-request approvals and stakeholder communications.
- Applied role-based security controls and encryption practices across database and application layers to safeguard sensitive data.
- Introducing change management for improvement in application.
- Contribution in fixing the L3 and L2 issues in development tools.
- Involved in testing and analyzing data and reporting to business.

EDUCATION

GRADUATE CERTIFICATE | Major: Big Data Solution

Architecture |

2025

- Conestoga College, Ontario, Canada

GRADUATE CERTIFICATE | Major: Reporting Systems & Database

Development|

2024

- Conestoga College, Ontario, Canada

BACHELOR OF COMPUTER APPLICATION | Major: Computer

Application |

2019

- Mahatma Gandhi University, Kottayam, India