**Ashish Raj**   **✉**: **ashishrajgu0987@gmail.com**

# ☎: **+91-7277290451**

**Summary**

A **highly skilled Production Support/Application Support Engineer** with **1.9 years of experience** in software production support and maintenance. Proficient in **troubleshooting, technical problem-solving, and ensuring system stability and performance**. Passionate about optimizing application efficiency and minimizing downtime through proactive monitoring and issue resolution. Seeking an opportunity to **leverage my technical expertise, enhance my interpersonal skills, and drive organizational success** through dedication and continuous improvement.

**Skills**

**Operating Systems -:** Linux, Windows

**Databases -:** Oracle, MySQL

**Scripting Languages -:** Shell scripting (Bash)

**Version Control -:** Git

**CI/CD Tools -:** Jenkins

**Containerization -:** Docker, Kubernetes Basic commands (For monitoring)

**Cloud computing service -:** AWS

**Monitoring Tools -:** Zabbix, Grafana

**Other -:** Incident Management, Change Management, ITIL, Crontab

**Runtime Environment -**: Webserver- Apache2, Nginx

**Tools**

BMC Remedy, Jira, Confluence, MySQL Workbench, Oracle SQL Developer, Postman, Putty, WinSCP, Mobaxterm, Podium, AMS

**Work Experience**

**Production and Application Support Analyst**

**Flipkart | Bangalore, India | Aug 2023 - Present** (Under payroll of Futurz Staffing Solutions Pvt. Ltd.)

**Project-1: - IFMS (Flipkart) (Duration: Aug 2023- PRESENT)**

IFMS is an internal financial application designed to manage and streamline imprest fund operations. This system enables imprest holders to efficiently handle fund requests, updates, and refunds. This application has been designed by using technologies like Scala, Angular, Maven and MySQL DB, Docker etc.

**Project-2: - Liquidice (Flipkart) (Duration: Jan 2024- PRESENT)**

Liquidice is Flipkart's internal Multi-Bank Treasury Automation System, designed to streamline cash flow, investments, and digital payments via Open Banking channels. It enables secure, real-time intra-banking transactions across multiple financial platforms. This application has been designed by using technologies like Java, Spring Boot, Tomcat, Open Banking APIs, and MySQL etc.

**Roles and Responsibilities**​

* Supported day-to-day operations of production systems, responding to tickets and resolving issues related to all the services which are running in Linux servers and databases.
* Providing L1 and L2 support depending upon the priority of issue to meet client SLA.
* Regularly monitoring BMC Remedy ticketing tool.
* Responsible for Doing end-to-end Testing for the new feature in UAT environment before each and every deployment.
* Incident management- logging, prioritizing and resolving/debugging incidents.
* Writing the SQL queries as per the business need.
* Executed SQL queries to extract and analyse data for troubleshooting purposes, enhancing decision-making processes.
* Responsible for doing DB level configuration and DB level debugging whenever any DB related issues coming.
* Modify existing Shell Script on Unix Platform whenever required.
* Interact with Users and stakeholders on a regular basis to understand their issues/requirements.
* Participated in on-call rotations, providing 24/7 support and ensuring rapid resolution of high-priority incidents.
* Participate in Production Releases and Maintenance Activities.
* Worked on various Monitoring tools (Zabbix, Grafana).
* Responsible for Taking the DB backup, Docker container backup and code backup before each and every prod deployment.
* Responsible for providing weekends support and proving support on non-working hours if required.
* Collaborated with developers in order to troubleshoot application related issues quickly.
* Monitoring the application and check the log files.
* Closely work with different teams i.e. DBA, development Team, QA Team, Infra Team etc.
* Developed documentation for standard operating procedures and troubleshooting guides to improve team efficiency.
* Performing health check activities of different application servers.
* Follow escalation procedures during outages and ensure root-cause analysis.
* Generation of various business reports to the business in a day-to-day basis.
* Responsible for stability of production environments ensuring all applications and interfaces has maximum availability

**Management Skills**

* **Mentored junior team members**, ensuring knowledge transfer & efficient shift handovers.
* **Led internal meetings & cross-functional collaborations**, improving operational workflow.
* **Proactively suggested process improvements**, optimizing support response time.

**Education**

Bachelor of Technology in Computer Science

Galgotias University | 2023