

CHARUDAC CHANDRAN

Production support engineer level 2

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EXPERIENCE

Production support engineer level 2

Market simplified india limited

12/2020 Chennai

- Managed and ensured smooth operation of scheduled jobs, downloads, restarts, checks, database connections, IPO listings, and AMO order transmission
- Managed pre-open/open packets, streaming, API timeouts, upstream timeouts, log analysis, and checklists for effective team coordination
- Verified close packet reception from exchanges and provided regular market stats to clients, including API counts, trade count, API analysis, login counts, MIS reports, etc
- Performed code-level issue debugging, prepared automates scripts for daily stats and specific counts, supported infra activities, set up alerts on Grafana, prepared documentation (Exception Report, RCA), provided deployment and testing support to ensure smooth operations and efficient problem resolution
- Monitoring of the application during the market hours both live as well as UAT through Nagios and Grafana tool
- Hands on experience with MySQL and database activities in production environment
- Hands on experience on production, UAT, CUG environment servers
- Familiar with Linux commands and Unix scripting
- Have experience on analysing the production issues and debugging
- Familiar with JMeter for load testing with hands-on experience
- Worked as L1 and L2 roles in production support
- Familiar with Postman tool, Git and AWS
- Familiar with the application sanity checking and regression checking after deployment and normal app checking before the market opens to ensure that the application working properly

EDUCATION

Btech in information technology

Government Engineering College Palakkad

08/2016 - 08/2020 Palakkad

SUMMARY

Production support engineer level 2

SKILLS

| | | | |
|----------------|----------------|--------------|-------|
| API | AWS | Debugging | Excel |
| Git | Grafana | ISTQB | Java |
| Jmeter | Linux | Load Testing | |
| Log Analysis | Manual Testing | | |
| Mysql | Nagios | Postman | |
| Selenium | Uat | Unix | |
| Unix Scripting | | | |