

# Prashanth Reddy

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**Result-driven IT Professional** offering **5 years** of rich and qualitative experience. Aspiring to acquire challenging and growth-oriented opportunities as **IT Support & Project Lead** with an organisation of high reputation in **Banking** Industry

## PROFILE SUMMARY

- **Performance-driven IT professional** offering **rich & qualitative experience** in application support for **Banking domain**
- Rich experience as **Production Support Engineer** with **BFSI organisations** like **Deutsche Bank**
- Skilled in **Oracle SQL, UNIX** and **Putty**.
- Extensive experience in **SQL & UNIX** with strong debugging and unit testing skills.
- Basic experience in **PL/ SQL Procedure, Function, Trigger, Packages**.
- **Identified as Subject Matter Expert (SME)** by **Deutsche Bank** Client Manager and first level of contact of production related issues
- Providing Production Support in L2 and Maintenance to client on 24\*7 bases.
- Responsible for Creating the RFC (Change Requests) and give necessary information to the development team to fix the bug.
- Wrote extensive Confluence pages on business and production processes, documented various production issues and their solutions.
- Skilled in Business Intelligence tools like **Tableau server**.
- Experience in Tableau Server Administration activities like installing version upgrades, configuring, monitoring and troubleshooting.
- In **Tableau**, good experience in creating projects, sub-projects, scheduling workbooks, mapping Active directory groups to workbooks/dashboards based on user roles (i.e. Interactor, Publisher and Viewer).
- **Rigorously aided provision to Tier 2 Application Support Department** related to IT Operations for Deutsche Bank.
- Effective leader with excellent **motivational skills** to sustain **growth momentum** while motivating peak individual performances
- Experience with **ServiceNow, JIRA** Ticketing tools
- Experience with Autosys.
- Good Knowledge on core Java concepts like Inheritance, Multithreading, Synchronization, Constructors, Lambda expressions, Function Interfaces.
- Good experience in J2EE .
- Good Knowledge in REST APIs.

## Professional Experience:

- Senior Software Engineer – **Teamware Solutions** – June 2021-DEC 2021
- Software Engineer – **HCL Technologies** – March 2017-April 2021.

## CORE COMPETENCIES

- |   |                              |
|---|------------------------------|
| • Incident Management                         | • 24/7 Application Support   |
| • Application Support                         | • Team Building & Leadership |
| • Client Engagements (Business / Stakeholder) | • Solution Delivery          |
| • Event management                            | • Problem Management         |

## PROJECT 1

### Teamware Solutions

- **Client:** **Deutsche Bank**
- **Platform:** Windows, Linux, Sun solaris.
- **Technologies Used:** SQL, UNIX/Linux, Oracle.
- **Team Size:** 7

**Description:** Deutsche Bank AG is a German global banking and financial services company. It has more than 100,000 employees in over 70 countries, and has a large presence in Europe, the Americas, Asia-Pacific and the emerging

markets. The bank offers financial products and services for corporate and institutional clients along with private and business clients. Services include sales, trading, research and origination of debt and equity; mergers and acquisitions (M&A); risk management products, such as derivatives, corporate finance, wealth management, retail banking, fund management, and transaction banking.

## WORK EXPERIENCE

### Deutsche Bank as Production Support Engineer

#### Key Result Areas:

- Monitoring the production server and providing support to client on 24\*7 basis.
- Responsible for providing the support in L2 level depending on the priority of the issues to meet client's SLA
- Functioning as an escalation point for Incident Managers and ensuring their bridging, including initiation of any necessary escalations and business impacting issues.
- Maintaining day-to-day operational risk management activities such as risk and controls assessments, incident capture and analysis, and scenario analysis and planning.
- Gathering change requirement from client and making code changes, testing and releasing it in production by utilising Delivered User Acceptance Testing (UAT) and production validations for new code releases along with Dev and SL3.
- Managing the application support activities like user queries related to business, requests for different types of report, data related issues in production.
- I do installation, setup and provide support to many application teams. I take care of migration and on-boarding of new infrastructure.
- Installed remote probes, dashboards and webslingers and troubleshooted issues related to them.
- Familiar with setup and all configurations in Geneos. Migrated gateways from one server to other server.
- Bug fixes with the help of L3 and engineering team.
- Opened and documented defect tickets.
- Involved in Health Checking of Unix servers.
- Diagnose and monitoring Alert log files
- Proactively monitor & resolve all the P2/P3/P4 tickets in our queue.
- Coordinating with various interface systems on resolving their issues.
- Used CRONTAB tool for scheduling the job and monitor the alerts.
- Developing complex SQL queries for extensive data extraction on user request and criteria.
- Coordination with different stakeholders for resolution of issues at all levels.
- Use of Incident management system/Change Management system.
- Participated in Disaster recovery testing during failback, failover, IT validation and ready for business.
- Giving automation ideas and implementing with help of L3.
- Experience with DBMS and NoSQL databases like Oracle, Cassandra, Postgres.
- Experience in Cognos administrative tasks like platform stability, data source creation & modification, define routing rules, file system mapping, observing server availability

### Tableau Server Administrator

#### Key Result Areas:

- Acts as a Tableau Administrator, Using Tableau Server publishing the developed dashboards to the Tableau server with the user management, security, content restriction, authentication, authorization, Tableau Extracts scheduling and refreshment, and Users access.
- Responsible for Tableau Server administrative functions, upgrades, installations, license management, backup of servers and load balancing techniques.
- Responsible for tableau server version upgrades in multi-node and single-node on production environments and hands-on experience in TSM CLI and TSM web interface
- Good experience in creating projects, sub-projects, scheduling workbooks, mapping Active directory groups to workbooks/dashboards based on user roles (i.e Interactor, Publisher and Viewer).

- Extensive reporting and dash boarding experience with tableau.
- Configured tableau server process to maximize the performance.
- Establish and deploy server architecture to support redundancy and scalability.
- Provided 24\*7 operational support for all production related issues, troubleshooting and system maintenance and ensured maximum uptime of the servers.
- Provided infrastructure sizing, including hardware and software requirements.
- Monitor server activity/usage statistics to identify possible performance issues/enhancements.

## PROJECT 2

### HCL

- **Client:** Deutsche Bank
- **Platform:** Windows, Linux, Sun solaris.
- **Technologies Used:** SQL, UNIX/Linux, Oracle.
- **Team Size:** 9

**Description:** Deutsche Bank AG is a German global banking and financial services company. It has more than 100,000 employees in over 70 countries, and has a large presence in Europe, the Americas, Asia-Pacific and the emerging markets. The bank offers financial products and services for corporate and institutional clients along with private and business clients. Services include sales, trading, research and origination of debt and equity; mergers and acquisitions (M&A); risk management products, such as derivatives, corporate finance, wealth management, retail banking, fund management, and transaction banking.

## WORK EXPERIENCE

### Tableau Server Administrator

- Installation, Configuration and Upgradation of Tableau Server.
- Customization of Tableau Server logo and Name.
- Managing Users and Permissions.
- Configured SAML Single Sign On in Tableau Server.
- Configured SSL Certification in Tableau Server.
- Configured Subscriptions and alerts.
- Hands on using TABADMIN and TABCMD Commands.
- Created automation script to create the Backup and to clean-up the Tableau server Log files.
- Automation Script to export the reports in various formats like PNG, PDF and CSV using TABCMD and send a mail using CMD script and VB Script.
- Creating Sites and Projects in Tableau Server.
- Embed the Tableau Reports in Website and PowerPoint.
- Embed the tableau Reports in web portal using Java Script API and dynamically set the filter, parameter values.
- Created the custom admin views for Server usage and performance details.
- Customized the tableau server login page.
- Enabled Tableau Server Load Balance.

### Production Support Engineer

- Monitored the production server on a 24/7 basis, promptly addressing and resolving client queries and issues.
- Provided L2-level support based on issue priority, ensuring adherence to client SLAs and minimizing downtime.

- Acted as an escalation point for Incident Managers, effectively bridging communication and initiating necessary escalations for business impacting issues.
- Conducted risk and controls assessments, captured and analyzed incidents, and performed scenario analysis and planning to ensure operational risk management.
- Gathered change requirements from clients, implemented code changes, and conducted testing and release activities, ensuring smooth deployment into production.
- Managed application support activities, addressing user queries, fulfilling report requests, and resolving data-related issues.
- Installed and provided support for various applications, overseeing migration and onboarding of new infrastructure.
- Utilized monitoring tools such as Geneos, installed remote probes and dashboards, and troubleshooted related issues.
- Collaborated with L3 and engineering teams for bug fixes, opened and documented defect tickets, and participated in health checks of Unix servers.
- Diagnosed and monitored alert log files, proactively resolving P2/P3/P4 tickets and coordinating with interface systems for issue resolution.
- Leveraged CRONTAB tool for job scheduling and monitoring alerts, ensuring timely execution and response.
- Developed complex SQL queries for extensive data extraction based on user requests and criteria.
- Coordinated with stakeholders at all levels for issue resolution, ensuring effective communication and collaboration.
- Utilized incident management and change management systems for tracking and documenting incidents and changes.
- Participated in disaster recovery testing, including failback, failover, IT validation, and readiness for business operations.
- Provided automation ideas and collaborated with L3 teams to implement process improvements, enhancing efficiency and service delivery.

### **Cognos Administrator**

- Performing the Cognos administrative tasks like platform stability, data source creation & modification, define routing rules, file system mapping, observing server availability etc.
- Responsible to perform application health check activity on Unix/Windows servers by recycling the Cognos services to maintain the platform stability.
- Experienced in migration and deployment activities of reports, jobs and packages from UAT to Production environment.
- Creating Audit reports using Report studio reports to meet the business and internal team requirements
- Responsible to send Gatekeeper feed file for my application on a daily basis to GK & Audit team
- Monitoring the disk space and server status using Geneos tool.
- Creating and Assigning securities to all the Application folders using LDAP groups.
- Participating and coordinating with L3 and Infra teams in every Go-live activity to make sure everything goes smoothly.
- Involved in Disaster Recovery (DR) activities for both windows and Unix servers.
- Responsible to perform Fix pack installation and Cognos version upgrade on the servers under the guidance of IBM
- Monitoring and investigating the report failures.

- **Tools:** Putty, Geneos, Tableau server, Cognos, ServiceNow, SQL Plus, Confluence
- **Skills :** SQL, UNIX, Tableau Server, Java, IT Service Management, Incident Management, Change Management, Problem Management
- **Operating System:** UNIX/Linux, Windows