

Deepika Chittari Babunuri

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Summary

Dedicated and result-oriented Senior System Associate with 2.0 years of experience in Change Management, Incident management and Production support ensuring the seamless operation of mission-critical systems proficient in diagnosing, debugging, and troubleshooting various production issues, automating, optimizing processes, and providing exceptional customer Business support.

Education

University Name - Jawaharlal Nehru Technologies University Anantapur MAY 2025
College Name - Prabath Institution of computer science
MCA
Percentage - 65/100

Experience

Infosys Ltd Oct 2022 - Present
Client: Charles Schwab Corporation Hyderabad, Telangana

- Worked on Incident Management, Change Management and Problem Management and server level deployments.
- Provided 24*7 basis rotational shifts and implemented DR Activities on Unix Servers.
- Worked on Planning and Monitoring of Control-M and its batches related issues, inquiries and requests.
- Monitored production applications on Splunk initiated corrective action based on business feedback.
- Worked on debugging analysis of logs for any application related issues and facing defects in Production.
- Worked on Studio 3T (Mongo DB) for CERS Processing.
- Monitoring the OnDemand Load process in OnDemand Application (IBM).
- Worked on High Volume Print and Broad Ridge Control Centre (BRCC).
- Worked on Postman and Mabl Tools.
- R e n d e r e d L2 and L3 production support.
- Monitored for the incoming files from different vendors and loaded them database without any issues.
- Worked during maintenance and checked for all the services up and running on different App and web servers.
- Involved in ad hoc activities and status reporting on weekly and monthly basis.
- Created Project related documentation and updated them in Confluence.

Technical Skills

Languages: SQL, JCL, COBOL, JavaScript, HTML, CSS
Bug Tracking Tools: Jira, Remedy, Confluence, Techline.
Monitoring Tools: Splunk, ServiceNow, ThousandEyes, Remedy, Control-M, Studio 3T, OnDemand, RICOH (HVP, IPPD)

Achievements

Infosys Insta Rise Award: A half yearly recognition initiative that focus on acknowledging individuals who exceeded ever growing expectations at an account level.

Certifications

- Google Certified Cloud Digital Leader.
- Google Certified Associate Cloud Engineer.
- Infosys Certified Unix System Administrator.
- Infosys Certified Middleware Administrator.
- Infosys Certified Mainframe Programmer.

- Infosys Certified HTML5 and CSS Developer.
- Infosys Certified ITIL Professional

Declaration

I hereby declare that above information provided by me is true to the best of my knowledge and I will give entire satisfaction to my superiors if I were given a chance to prove my abilities.

DEEPIKA C.B.