

# Adarsh H K

Technical Support | Bengaluru / Bangalore

## **Summary**

Technical knowledge with 6+ years of work experience, skills gained from companies like IBM and BEL. I have worked on Production systems Support, Linux System Administration, Data warehouse support, MQ, Hardware and Network maintenance. I have gained expertise in SQL, ETL, MQ, Shell scripting, IBM WatsonX.sore with c, c++, Java skills

## **Experience**

#### **Technical Support**

IBM - Jun 2017 - Present . 7 Yrs 1 Mos.

10000+ employees | Public Funded | More Details

Business Development | Business Information Systems | CRM | Software |

Responsibilities

Technical Support Professional for projects like IBM System Development Warehouse (ISDW) and Tool Control Infrastructure (TCI)applications and participated in IBM WatsonX challenge and gained some AI knowledge. ISDW is warehouse for Semiconductors chip manufacturing data for which the data comes from data-delivery software called TCI. Here my Roles and Responsibilities: • Configuring various Data feeds and sending data to warehouse. • Daily monitoring of ISDW and TCI application in both Production and Non-Production environment with Web based tools like Zabbix. • Resolving the daily issues like Data Warehouse schema processing, diskspace problems and other monitor issue. • Modification of Config file for crontab changes for AIX Servers and application Management. • Provided support to customer for their technical queries via E-Mail, Bugzilla, Jira Tickets amongst other ways.

#### Education

Bachelor Of Technology (B.Tech/B.E), Computers

2016 - Visveswaraiah Technological University (VTU)

12th Class (XII),

2012 - -