

Mounika M
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Location : Pune

Career objective:

A commitment of excellence towards the organization, to exercise my skills and abilities in an effective way and to convert my training into corporate experience also promotes to my professional & personal growth

Summary - Strength & Expertise:

- Work on alerts specifically from production environment and provide extended support during the production issues.
- Versatile team player with good analytical, problem solving, client interaction, presentation and inter personal skills.
- Experience in Infrastructure Support and middleware Technologies.
- Good experience in deployment of different applications such as war, jar and ear files.
- An excellent communicator coupled with exceptional interpersonal & managerial Skills.
- Good team player and ambitious & hardworking individual with excellent communication, interpersonal and Time Management skills.
- Understand Client Processes, follow best practices and defined improvements to obtain efficient, Quality deliverables.
- Having considerable experience in Unix, Unix shell scripting, SQL, WebLogic, websphere and ITSM applications (Service now, Confluence, Jira).
- Experience in Middleware infrastructure technologies like Websphere MQ, WebLogic, Apache, Tomcat, UCD Automation process, Control-M & other tools.
- Experience in WebLogic Administration for Prod/Non prod Environments on java based applications.
- Experience on database servers to input SQL queries as required by Application team.
- Worked as release manager in agile method to plan & co-ordinate for the releases as per the business requirement.

Skill Set:

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|-----------------------|---|---|
| • Functional Area | : | Banking Domain. |
| • Application Servers | : | Oracle WebLogic Server 10g/11g |
| • Operating Systems | : | Unix /Linux, Windows 98/XP. |
| • Tools | : | Golden Gate(GG), Putty, UCD, DAP, dbrun, Cyberark |
| • Ticketing Tool | : | Service Now, Jira, confluence page |
| • Languages | : | C, UNIX, SQL |

Project Details:

Client: Deutsche Bank

Organization: HCL Technologies [27th October 2017 – till date]

Designation: Senior Analyst

Project Title 1: Release manager**Description:**

- Have worked as release manager for one of the critical platinum business application.
- Co-ordinate with Scrum teams and get the requirements aligned in JIRA
- Ensuring that resources, timelines, over all activity of the process is as per the plan
- Scheduling, planning, managing, coordinating the complete release lifecycle
- Seen to that the requirements are successful on lower environments before going Live on prod
- Have planned and aligned production activities as per the requirement and seen to that there will be no issues on the day
- Discussion with SCRUM & business partners to make the slot ready for the activity without any impact on business
- Worked on both non prod and prod activities as part of deployment team role
- Seen to that required instructions, Packages, evaluation reports, Implementation plans are in place.

Roles and Responsibilities:

- Handling issues which impacts the production activity and assigning teams which is required
- Planning release window and the over all lifecycle
- Managing and alerting teams on the risks that affect the release
- Communicating with a clear details of the application downtime to all the business enrollers
- Making use of ticketing tools such as service now, JIRA
- Getting the required build from bit-bucket and making sure no JIRA is out of date
- Monitoring and measuring the weekend activity as per the plan
- Notifying GO-LIVE to all the teams involved during the activity
- Making sure all teams are aligned during the window timing
- Preparing the implementation plan and providing a walkthrough for the teams involved with the activity timing
- Planning both non-prod and prod activities and seeing to that no impact it has on the business
- Raising tickets such as INC, RITM, CHG's on service now, raising tickets on Jira, creating the release version in Jira to tag the complete details of the particular production
- Co-ordinating with the application team to keep things verified after the deployment
- Collecting the feedback from the teams for the better improvement

Project Title 2: Application Operations.

Description:

- Have knowledge and Production experience on Technological upgrade of Web Logic via DAP and also, Have Production Deployment experience in technologies.
- Automation Components mapping & process design at GUI level as part of application automation via UrbanCodeDeploy tool.
- Have knowledge and worked on the Remedy GCM, Service Now, dB Unity.
- Have worked with Incident, Issue and Change Management disciplines and possess optimal knowledge on their inter-related complexities.
- Co-ordinate with DEV/AS team and have the encountered issues fixed.
- Ensure there is no mismatch across lower to higher environments from standpoint of Application topology & configuration before approving a request for Change in Production environment.
- Look beyond the defined standards and engage in creation of proposals by suggesting and seeking independent viewpoints that continuously addresses evolving client requirements.

Roles and Responsibilities:

- Handling Issues like
 - Unable to bring-up the environment post deployment/ Issues reported in the post-deployment sanity.
 - In case of new issues are encountered, the Knowledge base is shared along with the RCA to the team.
 - Investigations on business application related issues are made based on issue/symptoms observed and redirect the error to concerned teams.
- Co-ordinate with PoC to report the bugs encountered & log them to AS/TES or concerned teams.
- Proactively identify issues and preventive measures by adding stringent verification steps. This also significantly mitigates the possible of human errors.
- Managing major and minor releases on SIT, UAT, regression and production environments
- Handling critical production releases and 24x7 on-call support for applications running in production Environment.

Qualification:

- B.E in electronics and communication in SVIT college of engineering, Anantapur.
- Intermediate from Sri Sai Junior college from Anantapur.
- SSC from Lakshmi English medium High school from Anantapur.

Personal Details:

- Date of Birth: 23rd June 1995
- Gender: Female
- Languages Known: English, Telugu, and Hindi.
- Nationality: Indian