

Meghanand Dussa

PROFESSIONAL SYNOPSIS

Experienced IT professional with a strong background in .NET application support, product support, and IIS administration. Proficient in tools like Splunk, New Relic, and Hyland OnBase. Skilled in PowerShell scripting for automating Windows tasks, email reporting, and deployment processes. Adept at developing insightful dashboards using Splunk and New Relic, installing SSL certificates, and utilizing ServiceNow for ticket management. Possess domain knowledge in banking and expertise in monitoring Windows server health. Demonstrated ability to prepare comprehensive SOP documentation, manage automated deployments in lower and production environments, and conduct monthly inventory for capacity planning.

TECHNICAL SKILLS

Languages	Python, PowerShell Scripting, SQL
Operating Systems	Windows Server2012R2/2019 standard
Database	Microsoft SQL Server 2019
Cloud	Amazon Web Services
Technologies	.Net, HTML, JSON
Ticketing Tool	ServiceNow
Versioning Tool	Git, GitHub, Bitbucket
Monitoring Tools	Splunk , Newrelic
Other tools	Hyland OnBase
Web server	IIS
Domain	Banking

PROJECTS EXECUTED

Client: Fiserv - Synchrony One RTS /ICTS HBU (Birlasoft)

Duration: Mar 2018 – May 2024

Role: Senior Analyst

Team Size: 17

Synopsis

Supporting Fiserv applications Aperio, Nautilus, DocPlus and Communicator.

Aperio – Application used by deposit call center and back-office users for account creation and maintenance.

Nautilus – Application used for archiving customer documents and reports.

DocPlus – Application used for generating documents like Letters, Notices and Checks.
Communicator - Middleware application help to connect above applications with external application outside synchrony called Signature

Responsibilities:

- Develop dashboard using monitoring tools like Splunk and New relic.
- Configure alerts for service failure, Application URL monitoring and Server infrastructure using Splunk and New relic.
- Worked on SSL certificate installation and renewal process.
- Worked on new server builds.
- Created and monitored batch process.
- Worked with RPA team and developed tasks like file monitoring from multiple external sources.
- Performed annual password renewal activity of service accounts in production and nonproduction environment.
- Schedule processes in Hyland OnBase application called Nautilus.
- Automate tasks like reconciliation report, code deployments using PowerShell script.
- Participated in annual Disaster Recovery (DR) tests.
- Troubleshooting of severity high, medium and low issues within SLA.
- Configuration of Website properties like Application Pool, Default Page, .Net Framework, Virtual Directory etc.
- Involved in troubleshooting production outages.
- Pre and post patching activities and application validation.
- Continuous monitoring of ticketing tool and resolving assigned tickets.
- Daily health checkup of servers for services/memory/CPU and disk space.
- Analyzing HTTP Error Logs and identifying potential issues with computer systems.
- Troubleshooting day-to-day problems related to Servers, Websites and Database Connectivity etc.

Client: Comcast

Duration: Sep 2014 - Mar 2018

Role: Application Support Engineer

Team Size 8

Synopsis

Worked for American global telecommunications conglomerate that is the largest broadcasting and cable television company in the world by revenue. Comcast is a producer of feature films and television programs intended for theatrical exhibition and over-the-air and cable television broadcast

Responsibilities:

- Hosting Websites in Production Server for public usage.
- Deployment and application patching of asp.net based applications.
- Installation and configuration of IIS 7.5/8.5.
- Providing 24/7 on call support on a rotating schedule.
- Worked on SSL certificate installation and renewal process.
- Worked on new server builds.
- Active participation in incident management, Problem management and change management activities.
- Participated in annual Disaster Recovery (DR) tests. Good knowledge on ZERTO replication.

- Taking SQL backups and restoring backups.
- Ran SQL traces using SQL server profiler tool as part of troubleshooting issues.
- Troubleshooting of severity high, medium and low issues within SLA.
- Configuration of Website properties like Application Pool, Default Page, .Net Framework, Virtual Directory etc.
- Involved in troubleshooting production outages.
- Worked on load balancer distributed session on F5 BigIP.
- Continuous monitoring of ticketing tool and resolving assigned tickets.
- Daily health checkup of servers for services/memory/CPU and disk space.
- Analyzing HTTP Error Logs and identifying potential issues with computer systems.
- Troubleshooting day-to-day problems related to Servers, Websites and Database Connectivity etc.
- Backup and restore of websites and Virtual Directories.
- Coordinating with developers, QA teams and vendor for problem resolution.
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EDUCATION

- B.Tech in Electrical and Electronics Engineering from JNTU, Hyderabad with an aggregate of 72%, graduated in year 2012
- Advanced Programme on data Sciences from IIM Calcutta (April 2023 -March 2024)

CERTIFICATIONS

- Advanced Programme on Data Sciences ([Certificate link](#))
- AWS Certified Machine Learning – Specialty ([Credly Badge](#))
- AWS Partner: Machine Learning on AWS (Technical)
- AWS Partner: Generative AI Essentials (Technical)
- AWS Partner: Generative AI Essentials (Business)
- Introduction to Generative AI (Coursera)
- AWS Fundamentals: Building Serverless Applications (Coursera)
- AWS Cloud Technical Essentials (Coursera)
- DevOps Culture and Mindset (Coursera)
- Continuous Delivery & DevOps (Coursera)
- Introduction to Agile Development and Scrum (Coursera)
- Containerized Applications on AWS (Coursera)
- Version Control with Git (Coursera)