Sarita Kumari

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Java Production Support (L2/L3)   *Email: sarita1810.nitp@gmail.com*

OBJECTIVE

To secure a reliable position in an organization, coordinate and manage the client or product based projects and enrich my learning abilities and experience in the related field

EXPERIENCE

Having total 7.5 years of work Experience. Qualitative experience in Analysis, Production & Support and Development.

EDUCATIONAL QUALIFICATIONS

B.Tech in Electrical Engg. (2010-2014) from NIT Patna with 8.37/10 CGPA

PROFESSIONAL SKILLS

- **Core Java, Javascript, Web Services Oracle SQL, Unix Shell Scripting, ITIL Management-Incident Management, Problem Management, Change Management, BMC Remedy, Service Now, JIRA, Sonata Product Knowledge.**

- **Tools:- Soap UI, JIRA, GIT, CVS, Eclipse, RAD, Gradle, Maven, Installer, WINSCP, Filezilla, Putty, Websphere Application server, Apache Tomcat, SQL Developer**

PROFESSIONAL EXPERIENCE / CAREER IN BRAVURA SOLUTIONS GURGAON : OCT 2021 TO PRESENT

My Current Role in Bravura Solutions is **'Client Services Senior Analyst'.**

Project	Bravura Solutions (Oct 2021 to Till Now)
Client	Australia Based Clients
Description	Bravura, a product Based Company has Sonata Product dealing with various Wealth Management Sector Clients like- Suncorp, Mercer, LGIA etc. Sonata is a complex and Vast product which deals with the Superannuation accounts and its asset management under various functionality for the Clients.
Role	**Client Services Senior Analyst**
IT Skills/ Responsibilities	• Provide support to Australian Clients by resolving their issues. • Handles Calls and resolve their issues with proper and satisfied workaround. • Provides support to L2 and L3 issues • Triage the issue and Debug issues to code level .

	• Manage SOT Configuration Changes for various Clients.
Tools	Sonata(Product), Eclipse, Git, Jira, SQL Developer, Maven
Technology Used	Java, SQL, Unix

PROFESSIONAL EXPERIENCE / CAREER IN TCS : OCT 2014 TO OCT 2021

MY CAREER SPAN IN TCS (TATA CONSULTANCY LIMITED) HAS EVOLVED IN MULTIPLE ROLES of **Software Engineering** Division.

PROJECTS / SKILLS

Industry Domain: Telecommunication**,** Banking and Finance, Retail

Project and Period	Walgreens WAG IT EDW Veritas ADM (January 2019 to till Date)
Client	Walgreens Boot Alliance, USA
Description	Walgreens has an IT organization, which in part, has application maintenance and production support delivered from the technologists who have dual responsibilities – Development and Support. TCS is working in Pharmacy Retail sector with Walgreens for the maintenance of Walgreens Employees like-Scholarship, Incentives and License related functionalities using various Online applications.
Role	Production & Support Engineer (L2/L3)
IT Skills/ Responsibilities	• SME, leading & supporting java based applications • Handling of client calls related to application issues and resolving issue within SLA. • Developing the UI, Java code fix, and Database changes using complex Queries to maintain the functionality. • Maintains data quality with Data Quality Manager tool. • Production incident, Problem and Change management L2/L3 ownership . • Monitoring the Overall application, that includes control jobs, server and Batch monitoring. • Involved in Development, Testing and Migration of applications as well and also deployment of applications using tools.
Tools	Eclipse, Git, CVS, SVN, BMC Remedy, Jira, SQL Developer, Gradle, WAS Server, Putty
Technology Used	Core Java, SQL, Unix

Project and Period	Lloyds Banking Group (March 2016 to August2017)
Client	LBG , UK
Description	• LBG consists of group of UK Banks- Lloyds, Halifax, BOS and TSB (Verde). • Our Team was mainly working for applications used by the Personal Customer as Retail Purpose and Commercial applications for Business Customers. • Various banking applications- like Customer management, Lending application, Account Opening for Business as well as Personal Customers.
Role	Production & Support Engineer
IT Skills/ Responsibilities	• A confident and reliable Technical Support Engineer and resolving application issues within SLA following root cause analysis. • E-Mail Client Configuration & Support (Microsoft Outlook), Pleasant personality and positive attitude towards customer while on discussing any escalated issue. • Resolving the issues over the telephone and by email providing perfect workaround for the issue and explaining technical procedures to customers. • Ability to work under pressure with patience mainly during critical issues (High Severity issues-P1) • Worked on Various Problem and Change Management, L1/L2 Incident. • Flexibility of working well as part of a team and independently by providing the services on a 24x7x365 (for mission critical applications) basis following an Onshore-Offshore methodology.
Tools	BMC Remedy, SQL Developer
Technology Used	Core Java, SQL, Unix

Project and Period	Eastern Telecom Philippines Inclusive (Mar 2015 to Feb 2016)
Client	ETPI, Philippines
Description	ETPI is a Telecommunications ETPI in Philippines Client Based Project for Internet, Data, full-service Telephony and business enabling solutions focusing on corporate, institutional, and SME sectors. ETPI provides Services across Voice and Data Domain. Our Team was working on RMS System. HOBS RMS is being implemented to address the revenue management needs of ETPI.

Role	Developer
IT Skills/ Responsibilities	• Rating of Data and Voice Calls. • Online application handling. • Worked on Jasper report using Complex SQL Queries to generate PDF Bill. Worked on SOAP UI for Testing using developed Web Services.
Tools	Eclipse, CVS , Maven, Jasper report, SOAP UI
Technology Used	Core Java, SQL

PROFESSIONAL CERTIFICATES

- Internal Certifications : SQL,Java, Big Data & Hadoop, AWS ,ITIL

PERSONAL DETAILS

- Father's Name   :   Suresh Kumar
- Date of Birth   :   18th Oct 1992.
- Marital status   :   Married
- Languages Known: English, Hindi.