

Ramya A.

[E-mail: ramyaa912@gmail.com](mailto:ramyaa912@gmail.com)

Mobile: 9739551351

---

**Objective:**

Looking forward for a career in Unix/Oracle, where I can effectively utilize the skills, I have acquired to enhance my knowledge and career growth.

**Summary:**

- Having 3+ Years of Experience in **Production support**. Working as a **Production Support Engineer**.
- Excellent knowledge on technologies such as **SQL, UNIX, Shell** Programming.
- Analyzing production issues and provides prompt resolution.
- Good experience on scheduling jobs using **crontab** scheduler.
- Good Experience in usage of **UNIX** utility commands. **Start / Stop applications** & processes, File system management Tasks, Systems and Services Health Checks, and Data Management tasks.
- Good debugging skills on **UNIX production** environment and **shell scripting**.
- Providing deployment and migration support and Good knowledge about **database Password** changing process.
- Responsible for providing L1, L2 support. Good Experience in Production Support and Maintenance.
- Having good knowledge and experience on **ITIL** (Information technology infrastructure library) process. Ability to understanding customer requirements and provides quick response for complexing issues.

**Professional Experience:**

- Worked as a **Support Engineer** for **Wipro Pvt Ltd**, Bangalore from **Oct 2020** to **Till date**.

**Educational Qualification:**

- Completed **MSc** from **Bangalore University** with 69% in 2017.

**Technical Skill Set:**

Operating Systems	:	UNIX, Windows.
RDBMS	:	Oracle 11g

Scripting Languages	:	SQL and Shell Scripting.
Tools & Utilities	:	SQL Developer, WinSCP, Control-M, Splunk, Putty.
Ticketing Tools	:	Service Now

### **Projects:**

Project Title	:	Production Support Enhancement -Banking System
Client	:	Amerisave Bank
Environment	:	Unix, Oracle
Duration	:	Oct 2020 to Till date.

### **Description**

The system will help to customers to pay their EMI/Loans online or through different channels like step in to the Bank, Pay Online, Agent, etc. Updating and verifying the E-KYC details, and demographic changes of customer. This system will help the customers to get the banking services in hand and make them happy and satisfactory without any huddles.

### **ROLES & RESPONSIBILITIES:**

My role is **L2** production support engineer. Providing support to client on 24\*7 bases.

- On Call Coverage- Resolving the issues based on priority .
- Resolving the tickets based on **SLA**. Running daily reports and sending it to down streams. Good Knowledge of Scheduling the jobs using **Control-M**.
- Good Knowledge of **Crontab**.
- Used strongly **typed datasets to select, insert and update of the database**.
- Writing the SQL queries according to the customer requirement. Good knowledge about **clauses, views, indexes and stored procedures**.
- Monitoring transactions using splunk dashboard and analysing the issues from Splunk dashboard.
- Monitoring applications nodes and log analysis from pathfinder.
- Have good knowledge on ITIL process.
- Forwarding to deeper support team if any major changes required.
- Finding out the root cause of performance SQL Queries and resolving accordingly .
- Performing the monthly, weekly Daily activities and validating the data using the existed reports.

### **DECLARATION:**

I consider myself familiar with given aspects. I am also confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.