MYTHILY. K

TECHNICAL PROFICIENCY

- Operating system: Windows 2003, Windows 2008, Solaris, AIX, Linux, Windows XP.
- Programming Languages: SQL/PLSQL, Unix shell scripting
- Database: MySQL, SQL server 2000, MongoDB.
- Tools: QlikView, remedy,JIRA,
-     Mail client tools: MS Outlook, IBM Lotus Notes, MS Teams.

CONTACT ME

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OBJECTIVE

To meet the standards of the organization and strive towards professional and personal excellence through continuous learning and prove to be an indispensable asset to the organization.

ACADEMIC PROFILE

Completed my B.Tech (I.T.) [2006-2010] from Saveetha School of Engineering affiliated to UGC with an aggregate of 78%.

Completed 12th grade from V.V.H.S.S in T.N with an aggregate of 61% in 2006.

Completed S.S.C from OCPM girls higher secondary school in T.N education with an aggregate of 88.8% in 2004.

WORK EXPERIENCE

Company	Designation	Experience
HCL Comnet, Chennai	Analyst	2 years (23-June 2011 to 05-Jan 2013)
HCL Technologies Ltd, Bangalore	Senior Software Engineer	2 years (09 Jan 2013 to November 2015
Sazpin Software private limited, Bangalore	Team Lead	3 years (2016 mar to 2019 june)

➤ PROFESSIONAL SYNOPSIS & KEY PERFORMANCE AREAS

- *Having 7+ years of professional experience and worked as Team Lead in Sazpin Software Private Limited.*
- *Monitoring health of application servers and database.*
- *Modifying Unix and SQL scripts and automating processes based on business requirement.*
- *Scheduling jobs based on business requirement using QlikView tool. Extracting*
- *reports from the servers.*
- *DR planning.*
- *Analyzing and resolving day to day production issues. Release*
- *and Deployment.*
- *Code analysis and resolution of technical production issues.*
- *Expertise in handling the incident, change and problem management process. Involved*
- *in automation of manual tasks.*
- *Implemented Geneos monitoring tool for complete monitoring of the applications.*
- *Trained new team members on the Banking applications.*
- *Hands on experience on situations where on-call 24 x 7 support for mission critical systems and Production support.*
- *Working on tickets to provide 100% SLA compliance to customers.*

➤ PROJECT 1

Project: DCOPS, HCL Technologies Limited

Client: Astrazeneca

Location: HCL Comnet, Chennai

➤ ROLES AND RESPONSIBILITIES:

- *Hands on experience on situations where on-call 24 x 7 support for mission critical systems and Production support*
- *Incident, capacity and problem management monitoring.*
- *Adhere to SLA in resolving incident tickets for backup.*

- *Develop Networker backup and recovery strategies to ensure server data information is safeguarded*
- *Strong knowledge BMC-Remedy tool.*
- *Backup server maintenance and troubleshooting.*
- *Working on tickets to provide 100% SLA compliance to customers.*
- *Troubleshoot Tape Device Operations.*
- *Performing Data Restore and Full System Recovery.*

PROJECT 2

Project: Finance IT, DB Nitro

Client: Deutsche Bank

Location: HCL technologies Limited, Jigani, Bangalore Platform :

Business Intelligence

Environment: QlikView tool, remedy tool.

ROLES AND RESPONSIBILITIES:

- *Creating the tasks in QMC, task scheduling and configuring Active directory groups to user documents.*
- *Monitoring the applications in production Environment and refresh the tasks manually according to the Business.*
- *Fixing productions related issues and providing resolution within SLA(service level agreement) based on SR's & INCIDENT tickets priority.*
- *Handling DR activities based on region and switching the network/file shares to backup nodes by using*
- *Network Change Portal(NCP) request. And testing the same functionality in backup nodes.*
- *Experienced in creating DSN's for different sources like oracle, SQL server etc.*
- *Troubleshooting the error logs and providing the necessary information to respective application teams..*
- *Providing lease license to Qlikview desktop users and on-boarding user on Qlikview environment based on license availability.*

- *Experienced in Changing QlikView service account password and update the same in all the services and QMC.*
- *Configuring the presentation and publisher nodes to cluster environment and changing the QV access point urls from HTTP to HTTPS to avoid security vulnerabilities.*
- *Worked as a lead for a team of 6 members.*
- *Taking care of onboarding process for new members in the team.*
- *Scheduling jobs based on business requirement.*
- *Extracting reports from the servers. DR*
- *planning.*
- *Analyzing and resolving day to day production issues. Release*
- *and Deployment.*
- *Code analysis and resolution of technical production issues.*
- *Expertise in handling the incident, change and problem management process. Involved*
- *in automation of manual tasks.*
- *Trained new team members on the Banking applications.*
- *Hands on experience on situations where on-call 24 x 7 support for mission critical systems and Production support.*
- *Working on tickets to provide 100% SLA compliance to customers.*

PROJECT 3

Project: IPTV

Client: Masa IPTV Denmark

Company: Sazpin Software private limited, Bangalore

Environment: TCP/IP, NFS, FTP, SSH, DHCP.HTTP,DNS

Role: Team Lead

➤ ROLES AND RESPONSIBILITIES:

- *Working on tickets to provide 100% SLA compliance to customers.*
- *Installation and configuration of Operating Systems such as Linux and solaris 5.10*
- *TCP/IP Configuration Assigning IP's Gateways, net masks, host names, domain Names etc. for individual machines and setting up the network.*
- *User Administration by creating, maintaining User's accounts and groups, setting up User environments.*
- *Maintaining and Monitoring System health Status on daily basis*
- *Formatting and partitioning of hard disk.*
- *Mounting file system and Administrating.*
- *Disk space usage restrictions through file system.*
- *Knowledge of Patch and Package Management*
- *Identifies support issues, create problem reports, and follow up with customer for resolution*
- *·Monitor Linux Server for CPU utilization, Memory Utilization and Disk Utilization for performance monitoring*
- *Knowledge of Configuring LVM and administration.*
- *Swap space management.*
- *Viewing and controlling the Processes running on the system and automating repetitive tasks*
- *Maintaining file systems: Checking and repairing file systems and monitoring file system usage.*
- *Troubleshooting boot related problems.*
- *Knowledge of configure the DNS and DHCP server and assigning the IP addresses to client side.*
- *Weekly meeting with the team members on support issues.*
- *Updating the documentation on support procedures.*

➤ REWARDS AND RECOGNITIONS:

- *Was awarded as a star Performer of the month three times in HCL.*
- *Have received client appreciations for effectively understanding the customer requirements and delivering the Sazpin Software Private limited.*

➤ PERSONAL PROFILE

Name   :   Mythily K

Age   :   34

Marital status   :   Married

I hereby, declare that the above particulars are true to the best of my knowledge and belief.

Place: Bangalore

Date:

(Mythily K)