**Deepshikha Singh**

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**CAREER OBJECTIVE:**

I am looking forward to work in an organization which provides me opportunities for learning on technologies and enhancing the skills. Currently I am seeking a position where my knowledge can be shared and enriched.



**SUMMARY:**

* **8 years** of IT experience in Production/Application support, Code Enhancement, monitoring and maintenance.
* **Proficient** in **UNIX,SQL and PLSQL** and is able to meet objectives in team related projects.
* Providing production/application support and maintenance to Client on 24\*7 bases.
* **Understanding** business and IT requirements.
* Sound knowledge on **FTP,SCP,SFTP,**
* Having good knowledge on **nohup**, **grep, sed, top, find, vi** commands
* Performing regular **health checkup** of **(DEV, TEST, UATand PROD)** to the support process smoothly.
* Regular Monitoring the **status & phase** of the batch jobs.
* Good experience in handling **incident, problem and change** through incident, problem and release management which is coming under **ITIL** process
* Sound knowledge on monitoring & scheduling tools like **Control-M, Active Batch,SPLUNK,ServiceNow, FRMS(File Receipt Management System) and Crontab**
* Good knowledge on **Ticketing Tool** such as **JIRA,ITRACK,EASYTRACK,REMEDY, Jenkins and IHEAT**
* Interact effectively with Client through various media.
* **Raising incidents, change** request to fulfill business needs.
* Sound knowledge to creating **tables, views, index, joins, sub-queries**
* Expertise in requirement analysis, designing, developing, deploying, implementing and executing a project.
* Worked on Ecommerce platform- Sales force Cloud.



**EXPERIENCE:**

* Currently working as Senior Software Engineer with Amlgolabs Pvt. Ltd. Gurgaon from Feb 2022 to till now.
* Worked as a Senior Software Engineer in **Adecco India Pvt. Ltd,Delhi** from Apr 2022 to Dec 2023.
* Worked as a Senior Software Engineer II in **Fidelity National Information Services,Bangalore** from May 2019 to Nov 2019.
* Worked as a Production Analyst in **Epsilon,Bangalore** from Sep 2016 to Feb 2019.
* Worked as a Production Support Engineer in **Societe Generale,Bangalore** from Oct 2012 to May 2016



**Project Details**: -

**Project – 1 ( METLIFE ):**

**Project** **Name** : METLIFE

**Role**   : Programmer Analyst,2

**Technology Used** : UNIX, Shell Script, SQL,Windows

**Tools** :FRMS, Active Batch, Putty,Winscp,Control- M,SQLDeveloper,

**Environment** : OEL 4 and RHEL-AS4 Oracle 10g,11g

**Domain** : Insurance

**Project Summary:-**

This Project is for Providing Solution for daily transactional data for the client business for online marketing.Data files are received from different vendors and loaded to data warehouse and then data markets.Here after the campaigns are run for extracting fulfilment files for vendors.

**Job Responsibilities:-**

* Responsible for providing L2 level support to meet client requirements.
* Monitoring/Scheduling daily clock
* Working on daily tickets which are assigned to me or to my team.
* Update the status to clients.
* Updating application documents.
* Resolving production issues within SLA period.
* Scheduling daily clock and monitoring data flow
* Debugging and resolving job failures
* Working on file level and record level rejected data
* Generating reports as per the requirement
* Implemented the business logic using the UNIX and Oracle code as per the requirement.
* Running schedulecampaigns and FTP the fulfillment files to vendor
* Validate incoming and outgoing vendor’s files
* Testing of code functionality using testing environment
* Collaborate with various departments and perform research on all required processing functions.
* Updating Application documents
* Update the task list and hand over the task list to the person coming in the next shift

**Project –2 (WALMART):**

**Project** **Name** : WALLMART

**Role**  : Production Analyst,2

**Technology Used** : Unix, Shell Script, Oracle SQL

**Tools** : SPLUNK,TOAD,Putty, Winscp,Autosys

**Domain** : Retailer

**Project Summary:-**

Walmart formerly Wal-Mart Stores,is engaged in the operation of retail, wholesale and other units in various formats around the world.This project is for providing solution for daily transactional data for the client business for online marketing. Data files are received from client Wallmart and loaded to data warehouse and then data markets.

**Job Responsibilities:-**

* Requirement Analysis and understanding the business functionality
* Daily jobs include monitoring the application, data flow, solving daily issues.
* Coordinating with various interface systems on resolving issues.
* Update run book, Raising CR, follow-up for approvals and perform database checks.
* Involved in infra checks on daily or monthly basis.
* Doing deployment the patches
* Working on daily tickets which are assigned to me or to my team.
* Resolving production issues within SLA period.
* Identifying the root cause and Troubleshooting
* Implemented the business logic using the UNIX and database code as per the requirement.
* Used SQL queries to provide data manipulating in data base
* Testing of code functionality using testing environment
* Communicating business users by sending outage communications in case of application outages and technical disruptions.
* Prepared procedures to handle or fix incidents and problems. Handled the metrics and status reports of all the client deliverables.
* Weekly status call with the Client Manager and preparation of weekly status reports.
* Providing KT to the new resources and help them in handling the applications independently.

**Project –3 (TSM):**

**Project** **Name** : TSM (Technical Support Management)

**Role**  : Production Support Engineer,2

**Technology Used** : Unix, Shell Script, Oracle SQL

**Tools** : Sql Developer,JIRA,Putty, Winscp,Autosys

**Domain** : Banking

**Project Summary:-**

Worked with Societe Generale Bank, Handling Critical Front Office and applications.My role include interaction with traders, business for the trade’s functional specifications, delegating and tracking the progress of development work, production support calls and Incident management.

**Job Responsibilities:-**

* Understand the various applications and resolve any issues that arise during production.
* Performing the morning checks for the applications on timely basis to verify the service and data availability.
* Handling the incidents and request management queries through Itrack service for all the regions.
* Educating the end users for the applications on the procedure and working functionality of applications.
* Handling the outage communication of any applications in case of any incidents.
* Analyzing and identifying the root causes for the recurrent incidents and resolving the same.
* Communicating with the Development teams for any recurrent issues.



**CERTIFICATIONS**

Oracle Certified SQL Expert

ITIL Foundation certificate in IT Service Management



**EDUCATION CREDENTIALS**

* **Bachelor Degree (B.Tech)** in Computer Science from Feroze Gandhi Institute of Engineering And Technology affiliated from Gautam Buddh Technical University, Lucknow.
* **10th and 12th** from C.B.S.E board.
* **Post Graduation Diploma** In Advanced Computing from Centre for Development of

Advanced Computing(C-DAC),Bangalore in (Feb-Sep)2012.



**PERSONAL INFORMATION**

* Marital Status : Single
* Languages known : English & Hindi
* Place : Gurgaon



**DECLARATION:-**

I hereby declare that the above mentioned information is correct to the best of my knowledge and belief. I bear the sole responsibility for the correctness of the above mentioned facts.

**Place:** Gurgaon