**Priyanka Lad**

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**SUMMARY**

* Professional Application Analyst with IBM India Pvt Ltd.
* Expertise in Telecom and BFSI domain.
* Worked with the end customers.
* Responsible for the Tomcat / Apache UI build and deployment on UNIX and Linux servers.
* Expert in developing PLSQL scripts, UNIX shell scripts for the automation of the monitoring of the application and to reduce the overhead on the resource by automating the business regular works.
* Key strength is verbal and written communication and interaction with the customers.
* Worked on Change management, release management and capacity management.
* Well-Versed with Software Development Life Cycle / Process / Methodologies / support Frameworks.
* Excellent problem solving and debugging skills. Willingness to learn and master the latest cutting-edge technologies.
* An excellent team player with very good communication skills.
* Experience on banking solutions like ATM Channel, Mobile banking
* Worked on documentation

**SKILLS**

**OPERATING SYSTEMS:** UNIX, Windows 2007 / XP  
LANGUAGES: PL/SQL, Shell Scripting, C, C++, SQL, C#, .NET  
DATABASE(S): Oracle 10g  
TOOLS: Clarify CRM Tool, EPO, Toad, SQL Developer  
SCRIPTING LANGUAGES: Unix Shell scripting

**CAREER PROFILE**

**Company:** **IBM India Pvt Ltd**  
Client: PNB Metlife  
Duration: 1st June 2016 to Till Date  
Role: Application Analyst  
Environment: C#, .NET, SQL server 2000, Windows 2000, Windows 98, Windows XP, Windows 07, Solaris Linux.

**Company: Enabilon Learning Pvt Ltd**  
Project: E -learning  
Duration: 1st October 2014-30th May 2016  
Role: PLSQL developer cum application support management  
Environment: Tomcat / Apache / Oracle / UNIX,C++  
Tools: ORACLE DEVELOPER.

**Company: Vodafone Shared Services India**  
Duration: 3rd September 2012-30th September 2014  
Role: Application Analyst Environment: Tomcat / Apache / Oracle, C++  
Tools: ORACLE DEVELOPER.

**ROLES AND RESPONSIBILITIES**

* Over 3+ years of experience in writing quality PL/SQL codes, Analyzing the codes for any bugs, troubleshooting issues, application support functions, deploying the codes on test servers and testing for any issues and then deploying on live.
* Experience in supporting Web Based application which Involves following technology JAVA, .NET,PL/SQL.
* Worked on SQL Developer 2000, Oracle Reports, Amdocs clarifier ,Citrix.
* Providing post deployment support for upgrades / changes / enhancements done on production (Live) Environment.
* Strong Unix / Oracle skills and very quick learner.
* Have taken the responsibility of deployment, raising change request.
* Analyzing and investigating defects and faults, and tracing them till final resolution, developing shell scripts, developing PL/SQL codes and test them on test environment.
* Hands on experience with JAVA, TOMCAT APACHE.
* Good Knowledge of Software Development Life Cycle (SDLC).
* Time-efficient, systematic working methodology. Rapid adaptability to new problem-solving and new locations.
* Proficient, dynamic and result oriented team player with excellent analytical and interpersonal skills used to coordinate multi-disciplinary teams and clients and consistently motivated toward success and completion of projects.
* Prioritizes requests in accordance with agreed service level agreement.
* Within own area of knowledge; follows agreed procedures to investigate issues and other requests for support and determines appropriate actions to take.
* Interface with the 1st line support and development team.
* Receive and analyze application related faults and data related faults from first line support (PABSS) team.
* Liaises with systems development staff or software suppliers on the development of system enhancements to overcome known problems or further fulfill user requirements.
* Provide support for application build and releases.
* User Problem Management: User interactions through phone / mail to get more details for a fault.
* Application Monitoring.
* In accordance with agreed procedures; monitors application systems. As a part of this carries out regular scrutiny of the application software, systems software for proactive maintenance.
* Notes problems and identifies performance trends.
* Data updates: Bulk data updates.
* Provides correct responses to requests for support by means of, for example: making modifications to system parameters, developing workarounds or site-specific enhancements, reconfiguring systems, changing operating procedures, training users or operations staff, producing additional documentation, or escalating requests to systems development staff or software suppliers.
* Other reports are generated as and when required.
* Uses application management software and tools to collect agreed performance statistics.
* Also responsible for following routine activities.
* Routine activities related to fault prevention and problem management.
* Monitoring performance and resources on server.
* Other activities that may assist in resolving a fault or determining the cause of a fault.
* Raising Change Requests on the live system.
* Upgrading and deploying software in case of any enhancement or core releases.
* Liaise with other interfacing system team members to resolve the various issues faced.
* Provide support out of office hours, during weekends and during major release work for development and customer to help them resolve issues faced.
* Ensures all work is carried out and documented in accordance with required standards, methods and procedures.
* Worked on applications like SWIFT,LIFE ASIA,FILE NET.

**ACHIEVEMENTS**

* Participated and won 1st Prize at science Exhibition held across H ward level.
* Won 3rd Prize in Essay Competition at College level.

**QUALIFICATION**

* Bachelor of Science (Computer Science) Mumbai University

**CERTIFICATION**

* Higher Diploma in Software Engineering
* EDGE Certification with .NET Specialization from CMC Ltd

**PERSONAL DETAILS**

**Date of Birth:24th Jan 1992**  
**Languages known: English, Gujarati, Hindi and Marathi**  
**Permanent Address:7A/21 I.A.Staff Colony Kalina Santacruz East Mumbai**