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| A person with dark hair wearing a yellow shirt  Description automatically generated |
| **CONTACT**  **Mobile:** IND: +91 8870192593  FI: +358 449628806  **Email:** raghavee.j09@gmail.com  **Location**: IND: Chennai, India  FI: Helsinki, Finland.  **EDUCATION**  B. Tech - Biotechnology  **Kumaraguru college of Technology,**  Coimbatore, March 2011  **Strengths**   * Unix, Informatica, Teradata and Goldengate specialist. * Well experienced in Incident and Service request management. * Flexible & resourceful team player. * Strong Communication skills. * Ability to quickly adapt to modern technologies. * Strong management skills.   **LANGUAGES**   * English * Tamil * Finnish |

**RAGHAVEE JAYALAKSHMI SUBRAMANIAN**

**PROFESSIONAL SUMMARY**

A competent professional with **9+ years** of IT experience in **Project management, technical lead** with expertise in Software application maintenance/ Production supportin Insurance and Retail domains.

**WORK EXPERIENCE(9 years 6 MONTHS in TOTAL)**

**Organization 1**: Retail Logistics Excellence (RELEX) Solutions**, Helsinki (FINLAND)** (Jan 2023-July 2023)

**Organization 2:** Cognizant Technology solutions, Pvt, Ltd. **Chennai (INDIA)** (Sep 2011 – Sep 2020)

* Project 1: **Liberty Mutual Insurance, Dover, NH.**

USCMIT OPERATIONS –Information Management

* Project 2: **Liberty Mutual Insurance, Dover, NH.**

LM GRM IM Admin Support

**VISA DETAILS**

FINLAND Work Permit – Valid until 2024.

**technical expertise**

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| --- | --- |
| Technical Skills: | Unix, Informatica PowerCenter Client, SQL, Oracle Golden Gate, Bigdata. |
| Databases: | Teradata, Oracle, DB2. |
| Tools: | JIRA, GitHub, Gitlab, AWS, OKTA, Datadog, Honeycomb, Grafana(observe), Teradata SQL Assistant, Teradata Viewpoint, Toad, DB Visualizer, Confluence, Slack, ESP CA WA Workstation, Remedy, Hue. |

**Organization 1: Retail Logistics Excellence (RELEX) Solutions, Helsinki, Finland**

**Relex Support: Application Support Specialist Level 2 (**January 2023 to July 2023)

**Technologies/Tools:**

JIRA, UNIX, RELEX Workspace, Version control systems (Gitlab and GitHub), AWS, OKTA, Datadog, Honeycomb, Grafana (Observe)

**Roles and Responsibilities**

* **Monitoring** 
  + Monitor support queue in Jira and handle customer tickets based on priority. Manage complex tickets and provide detailed analysis and solution as part of Level 2 support.
  + Monitor Relex environments and take initiative measures to mitigate environment associated problems.
* **Deployment**
  + Create and upgrade Relex environments for internal and external customers used for job scheduling and monitoring using Gitlab CI/CD. Perform emergency deploys for any configuration problems.
  + Create, modify and review SFTP accounts for internal and external customers.
  + Create new users and address user access issues using Relex internal environment and other identity management tools like Okta.
* **Health check:** Routine checks of diskspace alerts pertaining to UNIX server which hosts the environments and perform necessary file cleanups as and if required.
* **Delegation**: Work as point of contact for level 2 and delegate tickets to other support persons based on criticality and complexity.
* **L2 Troubleshooting:** Analyse root cause of the issues such as missing files which is critical for daily order proposal calculation by the customers, configuration issues due to environment deploy issues and other job-related issues such as performance degradation, data errors, etc.
* **Performance tuning:** Analyse performance delays in job and identify the root cause by integrating the tools such as Datadog, Honeycomb, Grafana etc.
* **Inter team Co-ordination:**
  + Escalate problem tickets to development teams for redundant issues.
  + Act as a point of co-ordination between the customer and Relex internal teams such as development, database, and performance teams to fix an issue on time.
* **Documentation**:
  + Work on support handover documents which involves analysing the new or upgraded environments based on a few standard criteria and escalating issues to the developers prior to the handover of the environments to support.
  + Handle documentation to ensure the standard support process in wiki is up to date which helps to the team as well the new joiners to address the issues independently when required.
* **Recruitment and training:** Train and shadow new joiners on the on boarding process and conduct interview for onboarding new resources to Relex.
* **Meetings**: Participate in daily internal/handover calls to keep track of daily work and ensure to handover pending tickets to keep the customer up to date. Schedule customer calls on a requirement basis to address a major and complex issues on time.

**Organization 2: Cognizant Technology Solutions (Sep 2011 – Sep 2020)**

**Project 1: LM GRM IM Admin Support: Teradata Admin [**Liberty Mutual Insurance, Dover, NH**]**

**Technologies/Tools:**

Teradata, Informatica PowerCenter Client, Teradata SQL Assistant, Goldengate, Toad, ESP CA WA Workstation, Teradata Viewpoint, Splunk, Remedy.

**Roles and Responsibilities**

* Responsible for **leading a team** of 5 members.
* **Monitoring** Teradata DB and performing health check regularly using viewpoint in Dev/test/QA and Prod.
* **Handling Teradata Remedy tickets such as Incident, Service request and Change tickets** for granting DB/Table level access to business users via DBA requests, granting requires roles to individual/system user via DBA request, creating Tables/Views etc., execute macros and stored procedures, provide access to viewpoint, support/assistance on issues such as resolving the deadlock, STATS collection, avoiding bad joins etc.
* **Create / Process Teradata incidents** and co-ordinate with Teradata team for DB related issues and supply them with essential/required information and fix the issues on a priority basis on time.
* **Analyze Teradata load-utilities** (FLOAD, MLOAD and TPUMP) based issues such as performance issues, data issues etc.
* **Perform system and application-level performance tuning** by analyzing and implementing stats collection process. Support the application development teams for database needs and provide guidance using tools and utilities like explain, visual explain, DBC views.
* Provide end to end **support for upgrade activities**and ensure seamless availability of Teradata pre and post upgrades.
* Responsible for the **migration activities** under the qualified environments.
* Regular **health checks** on databases to prevent the space issues. Determine the root cause of the space issue (Spool space/Physical DB space) and PARTITION violation issues and address it through DBA requests accordingly.
* **Secondary admin support of Goldengate and Informatica**. This involves recycling of informatica servers for Informatica, addressing a few environmental and data issues in Goldengate and cleaning up filesystems in Goldengate UNIX servers as required.
* Maintain proper **documentation** of day-to-day activities such as ticket handling, upgrade tasks and performance tuning.

**Project 2: USCMIT OPERATIONS –Information Management: Senior application support analyst**

**Technologies/Tools:**

Informatica, Teradata, Goldengate, Oracle, Bigdata, DB2, Teradata SQL Assistant, Toad, DB Visualizer, ESP CA WA Workstation, Teradata Viewpoint, Remedy, Hue.

**Roles and Responsibilities**

* **Application monitoring: Daily health check** of major applications/tools such as Goldengate, Teradata and Informatica.
* Regular monitoring of scheduled jobs via ESP and address the issues in 4 environments (Dev/Test/QA/Prod) using ETL tool, ESP and Teradata.
* **Handling Remedy tickets such as Incident, Service request and Change tickets** for job failures which are either system generated or from business users and developers.
* Provide end to end **support for weekly and monthly upgrade activities** and ensure seamless availability of the applications pre and post upgrades.
* Preliminary admin support of Teradata which involves the below activities.
* Responsible for patch upgrades, performance monitoring and tuning and responding to Alerts.
* Involved in taking care of day-to-day needs for the Development team within the specified SLA and took care of the ad-hoc requests.
* Successfully handled the remedy tickets to grant/revoke access to users.
* Responsible for the migration activities under the qualified environments.
* Regular health checks on databases to prevent space issues.
* **Analyze data issues in batch jobs** and co-ordinate with L2 to address the issue.
* **RTC for data fix** in data warehouses such as Teradata, Oracle and DB2.
* Provide support for **decommissioning of legacy applications** and prepare backup plan for any disaster.
* Implement yearly manual activities such as uploading book close dates into the databases to maintain data integrity for the upcoming year.
* **Prepare implementation and back out plans for major upgrades** and provide support /lead the offshore team during major upgrades of Informatica, Teradata and Hadoop.
* **Communicate to business users** on any delay in deliverables and update them at regular intervals.
* Regular Onsite / Offshore co-ordination to keep track of daily activities.
* **Automate the regular day-to-day activities**to avoid manual errors as well as to save time and effort.
* **Project lead:** Ensure proper delivery of service by the team, Handle escalations, ensure effective delegation of tasks to the junior team members, guide and shadow the junior team members during their learning phase, prepare excels and PowerPoints for weekly and monthly report meetings, perform Cognizant oriented organizational management activities.
* Maintain proper **documentation** of day-to-day activities such as critical job failures, data fix and upgrade tasks.
* **Recruitment and Training:** Member of interview panel in my team to recruit new resources and train and help them with their onboarding.
* **Achievements and Awards:** Awarded **best performer** thrice in the project.

**Declaration:**

I, RAGHAVEE JAYALAKSHMI S, declare that the information furnished above is correct to the best of my knowledge.

**Date:** 19/09/2023 Yours sincerely,

**Raghavee Jayalakshmi S**