**Curriculum vitae**

LALITHAA .K

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**Career Objective:**

To pursue my career in an organization where I can utilize my knowledge and improve my creative skills through team work and to help the organization’s growth.

**Professional Summary:**

* Total 5 years of experience in SQL, UNIX production support project
* Able to write SQL queries for fetching data and script in Shell Scripting
* Able to maintain code written in Python and Perl
* Identifying the problem and escalating to appropriate teams in case of crisis and start the Problem- Management call
* Able to clearly articulate and effectively communicate ideas, problems and solutions with individuals at all levels
* Proficient in Banking Back-End process ( Flow of data, EOD, Sweeps)
* Ability to achieve rapid comfort level in new environments and almost immediately develop optimal solutions
* Ability to provide solution for user issues in various applications

**Job Tenures:**

Working as Specializn Infrstr Analyst in Mphasis Limited from Nov’22 till now.

Worked as Production Support Engineer in Tekskills India Pvt. **Limited from June’20 to April’21**

Worked as Senior Systems Engineer in Infosys Limited from Dec’16 to May’20

**Software Skills:**

* Operating Systems : Windows 10, Linux, Solaris
* Database : Oracle 11g, SQL Developer, DB2
* Languages : SQL, UNIX Shell Scripting, Python & Java Basics
* Tools : IQM,JIRA, Autosys, Putty, DB portal, PACT, Continuum, Aquadata studio, ServiceNow, Splunk, AppDynamics, DBArtisan,

Ansible tower, UCD,Appviewx,DMAN

**Strengths:**

* Effective communication skills
* Ability to multitask and prioritize work load

**Academic details:**

1. E., Computer Science Engineering with 7.7 CGPA

**Project In Mphasis:**

Client : Wells Fargo

Environment : UNIX, Process based tools

Role : Senior system engineer

Tools & Technology : UCD, Ansible tower, cut over, JIRA, Autosys, Putty, ServiceNow,Splunk, AppDynamics, appviewx, DMAN

**Description:**

This project deals with application support activities such as batch monitoring, Alert monitoring, Site reliability Engineering tasks and L2 Support activities

**Contribution:**

* Monitoring alerting channels and taking appropriate actions to resolve the issues
* Being part of prod and non prod performing multiple analysis to ensure the application stability
* Creating KYS for better understanding of the systems
* Performing the deployments using UCD and Ansible playbooks.
* Participating in change management and provided inputs for upcoming changes
* Performing weekend maintenance activities
* Preparing patching weekly report
* OS patching support for pre and post patching activities.

**Project In Tekskills:**

Client : Morgan Stanley

Environment : SQL, UNIX, Process based tools

Role : Production support engineer

Tools & Technology : Sockeye, JIRA, Autosys, Putty, ServiceNow,Splunk, AppDynamics, DBArtisan, Zookeeper and various application tools

**Description:**

This project deals with application support activities such as batch monitoring, Alert monitoring, Site reliability Engineering tasks and L2 Support activities

**Contribution:**

* Monitoring alerting channels and taking appropriate actions to resolve the issues
* Being part of ASG performing multiple analysis to ensure the application stability
* Creating KYS for better understanding of the systems
* Documenting the issue resolutions in Knowledge Base effectively for future reference
* Participating in change management and provided inputs for upcoming changes
* Performing weekend maintenance activities
* Triggering & Monitoring Automated Robotic Processes

**Project In Infosys:**

Client : Goldman Sachs Bank

Environment : SQL, UNIX, Process based tools

Role : Production support engineer

Tools & Technology : IQM, ALM, JIRA, Autosys, Putty, DB portal, PACT, Continuum, Aqua data studio

**Description:**

This project deals with investment banking, securities and investment management in the global market and private wealth management.

**Contribution:**

* Monitoring alerting channels and automate manual/repetitive tasks via HRS
* Performing in-depth research and identifying the sources of production issues
* Interacting with multiple application teams to fix critical production issues
* Documenting the issue resolutions in confluence effectively for future reference
* Performing daily health checks of servers and dump schedules
* Training and mentoring team members and perform other duties assigned
* Participated in all BCP activities
* Participating in change management calls and handling incident management calls every week
* Performing day to day adhoc activities to maintain application hygiene.
* Monitoring production EOD flow and UAT EOD environment
* Performing weekend maintenance activities and Reboots
* Worked in server upgrades and uplifts

**Personal Details:**

Fathers Name : Krishnamoorthy

Date of Birth : 23.Nov.1994

Nationality : Indian

Religion : Hindu

Language Known : English, Tamil, & Telugu

Passport : Available

**Yours,**

**Lalithaa.K**