

# Patitapaban Dash

## Application Support Engineer



### Work Experience

#### Application Support Engineer

Tech Mahindra (Oct 2018 - Mar 2020)

ANZ IT(Mar 2020 - Present)

#### Support Analyst Responsibilities: L2 Level Support:

- Prioritizing and addressing issues at the L2 level
- Monitoring ticket queue, log files, server health, and job execution
- Extracting data from production databases and writing SQL queries
- Running automated scripts to reduce manual effort
- Resolving Unix/Linux-related issues proactively

#### L3 Level Escalation and Coordination:

- Escalating to L3 and coordinating with them
- Communicating with stake holders and delivering as per expectations
- Providing status reports, coordinating with interface systems
- Generating required reports
- Providing 24x7 support

### Contact Info



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### Technical Skills

- **Operating Systems**  
LINUX/UNIX, Windows
- **Oracle**  
Oracle 10g, 11g, 12c, 18c
- **Scripting Languages**  
Shell Scripting, Perl
- **Tools Used**  
SQL Developer, Putty, Service now, ControlM, WinScp, IBM Infosphere DataStage, Tera Data SQL Assistant, Jira

## Projects

### SPEED SYSTEM FOR HONG KONG AND SHANGHAI BANKING CORPORATION

**Institution:** Tech Mahindra

**Oct 2018 - Mar 2020**

- Tech Mahindra supports HSBC's Speed System, a bidirectional file transfer application.
- The application manages file flow between multiple clients and HSBC Bank.
- Inbound and outbound files are handled through protocols like HTTPS, FTPS, AS2, SFTP, etc.
- I am responsible for maintaining smooth file flow, ensuring secure connectivity between peers, and generating daily reports for performance analysis.
- This requires expertise in Oracle, Unix, and a deep understanding of the application.

**Tech Stacks:** Unix, SQL

**Role :** L1 Support Engineer

A group Project Developed by a team of 10 members.

### EDW(Enterprises Data Wire House)

**Institution:** ANZ IT

**Mar 2020 - Present**

#### Stage 1: RSDS (Raw Source Data Store)

- Received Files from various sources are loaded into targeted tables.
- This process is configured in Control M, a job scheduling tool.
- Once RSDS

#### Stage 2: Core

- In Core, Data Sets Files are created and loaded into tables.
- Load process includes one-to-one, one-to-many, and many-to-many data mappings.
- Once the Core process is completed, it triggers the PL process.

#### Stage 3: PL (Presentation Layer)

- PL generates reports based on the processed data.
- Reports provide insights and analysis of the data stored in the data warehouse.

**Tech Stacks :** Unix, SQL, Shell Script

**Role :** L1/L2 Support Engineer

A group Project Developed by a team of 15 members.

## Education History

### Bachelor of Technology In Electrical Engineering

**Institution:** Biju Patnaik University of Technology (Odisha)

Year Of Graduation : 2014

### Intermediate In Science(12TH)

**College :** Saheed MahaVidyalaya

Year Of Passing : 2010

## Declaration

I here by declare that all statements made here in are true and correct to the best of my knowledge and belief.