




HARIHARAN D

CONTACT

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 Chennai

WORK EXPERIENCE

Tata Consultancy Service
Production Support Analyst
Nov 5, 2021- Feb 17, 2023

Teleperformance
Senior engineer-Product support
June 6 2023 - April 26 2024

EDUCATION

DG Vaishnav College
Bachelor of Science in Computer Science
2017- 2020

TECHNICAL SKILLS

Database: Oracle **19 C**
Operating System : LINUX
Language :SQL, LINUX commands

PROFESSIONAL EXPERIENCE

- “ I have been working as 'Production Support' for about three years.” I have gained technical expertise in LINUX and Oracle SQL during this time.
- Handled Level 1 (L1) and Level 2 (L2) support tickets, offering 24/7 help.
- Skilled in creating SQL queries that make use of subqueries, joins, functions, set operators, and other sophisticated techniques.
- Competently carried out operations like cut and copy and used UNIX commands like grep, sed, awk, and find.
- Managed incidents, problems, and changes while keeping an eye on work orders' whole life cycle in compliance with ITIL procedures.
- Have a great deal of experience managing Oracle databases in both Windows and Unix platforms.
- Possess extensive expertise in Oracle database management across both Windows and Unix environments.
- Show a strong command of Unix commands and practical expertise using them to manage Linux applications
- Gained extensive knowledge of job monitoring and proven leadership abilities.

PROJECT EXPERIENCE 1

1) Domain : Investment Banking

Client : Bank of America

Tools : SQL Developer, Autosys, Winscp, Service now

ROLES & RESPONSIBILITIES :

- Proactively identifying risks and proposing solutions, promptly addressing high-priority application issues, and furnishing pertinent information as required.
- Adhere to and uphold service level targets outlined in service level agreements (SLA).
- Utilized SQL Developer tool to connect and work with various databases, ensuring convenient access to data.
- Utilized Autosys tool for job monitoring, scheduling, and generating reports for the assigned tasks.
- Employed the Putty configuration tool to establish access to multiple servers.
- Utilized the WinSCP tool to facilitate the seamless transfer of files between Windows and UNIX environments, in both directions
- Utilized the ServiceNow ticketing tool to handle incident, request, and change tickets, as well as closed out existing tickets as needed.
- Functioned in a Level 1 support role, handling service desk activities.
- Engaged in both the initiation and resolution of tickets as part of Incident Management.
- Responsible for job monitoring and promptly notifying in case of any failures.
- Tasked with resolving and closing ongoing issues.

PROJECT EXPERIENCE 2

1) Domain : Investment Banking

Client : ING Bank

Tools : SQL Developer, UNIX, WinSCP

ROLES & RESPONSIBILITIES :

- Served as L1 support and handled service desk tasks before moving to L2.
- Created and closed tickets as part of incident management
- Existing concerns must be resolved within the agreed-upon SLA
- Creating manual user service requests based on user requests from the database. made of health checks on a regular basis.
- Addressing the concerns brought up by the users and giving them pertinent information as required.
- Worked on many databases, linking them with the SQL developer tool to facilitate data access.
- The Autosys tool is used for job scheduling, job reporting, and job monitoring.
- Putty setup tool was used to get access to several systems.
- File transfers from Windows to UNIX or UNIX to Windows were done using the WinSCP utility.
- Use the Service Now ticketing tool to request and modify tickets based on the occurrence, as well as to close any open tickets.

DECLARATION:

I hereby declare that the above information mentioned in the resume is correct and complete to the best of my knowledge and belief.

Yours truly
[Hariharan D]