

Minataru Mohapatra
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OBJECTIVE

Seeking a challenging position in an organization where I can carve my niche and work with Committed& dedicated people, which will help me to explore myself fully and realize my Potential.

PROFESSIONAL SUMMARY

- Over all IT experience around 4.3 years
- Includes 3.6 Years experience in **unix/windows** production support/application support.
- Experience in RPA support using UiPath Orchestrator.
- Strong research and investigate skill, quickly pick up new technologies, troubleshoot technical problems and find solution.
- Business Knowledge in Financial service area.
- Good knowledge in **UNIX,LINUX**.
- **ITIL** awareness and leadership skill. With Knowldege in **INCIDENT** management.
- Excellent skills in business application development, problem solving skills with a strong technical background and good interpersonal skills & customer relational skills.
- Target oriented team player with a strong work ethic, committed to work hard, excellent analytical & Programming skill and proactively participation & Open to learn new technologies assign to me as and when required.
- Good communication skill & presentation skill.
- Experience in interacting with global customer from almost all the region like ASPAC, EMEA, NAM.
- Previously Worked with a project on **CBS** for providing service to the clients.

CAREER PROFILE

- Previously worked with **IBM India Pvt Ltd** as **L1.5 Cloud Operation Engineers** since Sept 2017.
- Previously worked with **Intense Technologies Ltd** as **Technical consultant** since March 2020.
- Currently working with **SLK Software Services** as **Engineer Software(Support Engineer)** since July 2021.

ACADEMIC PROFILE

B.Tech in ELECTRICAL ENGINEERING from B.P.U.T,Odisha with 70% score on **2015**.

Diplomain ELECTRICAL ENGINEERING from MITS School Of Engineering,Bhubaneswar,Odisha with 73% on **2012**.

ITI in ELECTRICIAN from **LITC** Balasore,Odisha with 88% on **2009**.

Matriculation from R.T High School,Balasore,Odisha with 65% on **2007**.

SKILL SET

Languages : **SQL, UNIX**
Database : **Oracle 10g, 11g**
Ticketing Tools : **Servicenow, ICD**
Control-m, IMI, DST, Bluemix (IBM-Cloud), NewRelic, Parature, Maximo, Jeera
Monitoring Tools : **W-pool Dashboard, Runscope, Bluemix Services, Grafana, Splunk, SiteScope, Confluence, GIT**
Operating System : **Windows, Linux**

PROJECTS UNDERTAKEN

Previous Project:

Following are the latest projects in which I have worked. Incidentally these are the most challenging and interesting projects of my professional career.

Previous Project-1:

SL No-1 CBS (Cloud Business System)

Technologies Used : Windows

Tool: Servicenow, ICD

IMI, DST, Bluemix (IBM Cloud), NewRelic, Parature, Maximo. Whirlpool Dashboard, Runscope, Bluemix Services, Grafana, Splunk.

Team size: 12 **Role:** Team Member

Previous Project- 2:

SL No-2 ITD (Income Tax Department)

Technologies Used : Windows, Linux

Tool: Servicenow, Jeera, NewRelic, Uniserve360, Manual Testing

Team size: 9 **Role:** Team Member

Current Project in SLK :

SL No-3 Fifth Third Bank

Technologies Used : Windows, Linux, SQL

Tool: Servicenow, AQT, SiteScope, Putty, Confluence, GIT

Team size: 9 **Role:** Team Member

Roles & Responsibilities:

- Working as a L2.0 Technical Consultant.
- Working as a RPA support engineer.
- Responsible for providing resolutions to the issues related to **Fifth Third Bank**.
- Working with release management team for every release.
- Served as first point of contact for all the concern raised by the client.
- Doing manual testing for all the builds/binaries before release.
- If Client raise any issues related to the build, I was responsible to get them resolved by our backend team(Dev,Test and Build team).
- Once I get the build from build team, I was responsible to do one round of functional and exploratory testing by using Postman tool.
- If the build looks good, I was responsible to prepare release notes and do check-in the code/build in GIT repository.
- I was responsible on closing all the defects raised by the client in defect logging tool(Jira) before every release.
- Getting into calls with client(Business Analyst team) to improve on build quality and other areas on a regular basis.
- Getting into internal/leadership calls with management on every Friday to discuss on improving delivery processes and if any challenges/hurdles are there.
- Serve as first point of contact for all Severity incidents.
- Identifying and analyzing exceptions and unexpected events.
- Implementing predefined recovery procedures.
- Provide on call support as and when required.
- Monitoring and communicating unauthorized access attempts.
- Providing operational status as required.
- Recovering / Restarting failing components after an outage.
- Identifying and recording out-of-line and major incidents.
- Recording and routing incidents to appropriate support groups.
- Obtaining assistance from appropriate support groups when needed.
- Perform Fault finding and root cause analysis.
- Identifying manual procedures performed by the team a propose automated solutions.
- Identify areas for improvement/innovation.
- Create and update incident tickets.
- Additional activities: Perform User Acceptance test for software upgrades.
- Establish ongoing relationships and effectively communicate with all levels of team and management.
- Monitoring applications for unexpected alerts or events.
- Ensuring systems availability according to service level commitments.
- Monitoring systems and subsystems for performance thresholds.
- Follow up on incident records that do not meet quality standards to prevent recurrence.
- Engaging both India & Geo Team In case of High Severity.
- Providing the Hourly updates to client for High Severity Incidents until its resolved.
- Calling and Escalating the Project managers in case of Unplanned maintenance events in order to Prevent outages.
- Notifying to all project members regarding feature maintenances.
- Participating in all project meetings with the Geo Project managers as well as Indian Project Managers.

- Working the issue regarding applications which are maintained by different clients in SCCD Tool.
- Monitoring Runscope and performing the initial analysis by using Rest Client in case of any failures.

HOBBIES & INTERESTS

- Playing guitar, Singing, Listening music, Watching & Playing Cricket, Reading novels.

PERSONAL INFORMATION

Date of Birth : 12th JUNE 1992

Father's Name : Debendra Kumar Mohapatra

Marital Status : Single

Languages : English, Hindi, Odia

Email : minataru954@gmail.com

DECLARATION

I hereby declare that the above information is true and correct to the best of my Knowledge and Belief.

Date:

Place: Bangalore

(Minataru)