Lakshman B

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Professional Summary:

Having around 4.2years of total IT experience of experience in the field of Production Support/Application support where I can contribute my knowledge and skills for growth and development of the organization and to be able to implement solutions that meet the customer requirements using my technical expertise.

Expertise:

- Having hands on experience as UNIX production engineer with 24/7 environment.
- Responsible for monitoring, operating, managing, troubleshooting, and restoring the service.
- Having hands-on experience in performing all duties relating to UNIX production support with oracle database.
- Ability to adapt to new environments quickly, urge to constantly upgrade in areas related to my specialization, hardworking, self-motivated, self-learning abilities with admirable interpersonal skills and an efficient team player.
- Experience on support process like incident and change management.
- Experience in writing SQL queries efficiently.
- Experience with Crontab and using UNIX commands, basic understanding the scripts.
- Understanding client requirements and functional specifications.
- Providing on call support.
- Having knowledge on ITIL process.
- Involving in the Maintenance of the Application and support.
- Responsible for high priority, critical issues are taken down to closure and submission of RCA.

Skills:

- **Database**: Oracle
- **Platform**: UNIX/ Linux
- **Tools**: SQL developer, Putty, DBeaver
- **Scheduling Tool**: Crontab, Oracle Responsys.Autosys
- **Monitoring Tool**: Assure1, Grafana, Geneous,
- **Ticketing Tool:** BMC Remedy, JIRA, Snow

Work Experience Details:

- Working as Sr Analyst at **Fact Span Analytics Pvt. Ltd.** from March 2022 to Feb 2023
- worked as IT engineer with **Ericsson PVT LTD** from Dec 2018 to Feb 2022

Project 3#

- Project Name : **Moto gage connect.**
- Duration : Mar 2022 to Feb 2023
- Client : Datax.
- Environment : Oracle, UNIX.
- Tools : SQL developer, Putty, Crontab, BMC Remedy, Geneos, Oracle Responsys.

Description:

DATAX is a consumer credit reporting agency. DATAX collects and aggregates information. DATAX is a partner in the UK government's Verify ID system and USPS Address Validation.

It is one of the "Big Three" credit-reporting agencies, alongside Trans Union. DATAX also sells decision analytic and marketing assistance to businesses, including individual fingerprinting and targeting.

Its consumer services include online access to credit history and products meant to protect from fraud and identity theft. Like all credit reporting agencies, the company is required by US law to provide consumers with one free credit report.

Responsibilities:

- Involving in the Maintenance of the Application.
- Monitoring System Performance.
- Resolving the incidents and problem tickets based on SLA.
- Scheduling the jobs through Crontab.
- Executing the scripts based on customer request.
- Developed SQL Queries for reporting purpose of business users on daily basis reports.
- Involved in data changes from backend using DML operations, joins, sub queries, aggregations, functions etc.
- Good working experience on UNIX commands.
- Involved in bridge calls with users and BA for better understanding and improvement of application.
- Good experience on BMC Remedy ticketing tool and Assure1 monitoring tool.
- Monitoring the system performance and dispatching the tickets.
- Support with quick response and resolving the issue in minimal time frame.
- Attending on call support.
- Experience on support process like incident and change management

Project 2

- ➤ Project   **:** MBNL.
- ➤ Duration   : Jul 2019 to Feb 2022
- ➤ Client   : MBNL.
- ➤ Environment   : Oracle 10g
- ➤ Tools   : SQL developer, putty.

Description:

    MBNL takes pride in helping to build the UK's digital future by bringing better mobile connectivity to every part of the country, especially in eliminating the digital divide between urban and rural areas. Driven by our mission, we strive to deliver excellence through our dynamic and passionate people, set industry-leading standards for service delivery, health and safety as well as security. We continuously enhance our capabilities and services so EE and Three can always offer their customers the best experiences amid rapid advances of technologies, evolving consumer needs, and changing business environment.

Responsibilities:

- ➤ Writing queries based on specifications.
- ➤ Monitoring System Performance.
- ➤ Resolving the incidents and problem tickets based on SLA.
- ➤ Responsible for monitoring, operating, managing, troubleshooting, and restoring the service.
- ➤ Scheduling the jobs through Crontab.
- ➤ Production support with quick response and resolving the issue in minimal time frame.
- ➤ Involved in writing stored procedures.
- ➤ Good working experience on UNIX commands.
- ➤ Good experience on Service Now ticketing tool and Geneos   monitoring tool.
- ➤ Monitoring the system performance and dispatching the tickets.
- ➤ Attending on call support.
- ➤ Analysis of requirements.

Project 1#

- ➤ Project   **:** Telefonica SA.
- ➤ Duration   : Dec 2018 to Jul 2019
- ➤ Client   : Telefonica SA.
- ➤ Environment   : Oracle 10g,Unix
- ➤ Tools   : SQL developer, putty.

Description:

Telefonica SA is a provider of voice and data network communications (broadband, VoIP, MPLS), and managed services to businesses in the United States. The company also offers residential broadband, phone and digital TV services to consumers within its coverage area. It is the ninth largest residential telephone provider in the country. Main aim of the project to create sales dashboards and coverage Dashboards to find out net usage, net usage revenue (NUR), average revenue per user (ARPU), installation expenses, revenue per voice-minute, % non-voice revenue, active connections, cancelled connections, average population available to our services, across cities wise and services wise in unites states.

Responsibilities:

➢ Having hands-on experience in performing all duties relating to UNIX production support with oracle database.
➢ Maintenance and enhancement the application.
➢ Monitoring the system performance & backend server logs.
➢ Monitor application status & performance and escalate issues to dev team.
➢ Batch Monitoring, Batch job failures.
➢ Creating JIR And assigning to dev team.
➢ Developed SQL Queries for reporting purpose of business users on daily basic reports.
➢ Working with user issues.
➢ Production support with quick response and resolving the issue in minimal timeframe.
➢ Working with other teams when issues with server & Database
➢ Work as a part of team and provide 24*7 support.

Educational Qualification.

Perceived B. Tech degree from **JNTUA** in year2015

(Lakshman)