

Venkat Bandi
<https://www.linkedin.com/in/venkataswamybandi/>
E-Mail : bvenkats79@gmail.com
Phone: +91-8125637638

Sr. Application Production support Engineer

Objective:

Over all 6.2 years of professional experience in Application and Production Support Engineer with experience in L1/L2 support, Change and release management, Incident and Problem Management areas and Application Monitoring.

PROFILE SUMMARY

- Overall, 6.2 years of experience in IT Infrastructure Services in Unix/Linux & Windows and Applications Production Support.
- Having 6.2 years of experience in IT Industry as a Linux (Red hat, Centos) Servers Administration.
- Providing Remote Infrastructure Support to the Data centers at different geographical locations
- Intensively worked on HP SiteScope, Dynatrace, Nagios and Cisco Tidal Monitoring Tools.
- Supporting 24/7 to the client to various servers like Dev, UAT, Prod and DR servers
- Excellent in interacting with vendors, understanding the technology/Product lifecycle, follow end-of-life and Provide recommendations for changes.
- Having knowledge of the ITIL service management best practices including incident management, change management, Major incident management, and Event management.

Experience on Apps Monitoring Tools:

- **Dynatrace:** Application Monitoring and infra support Monitoring Tool.
- **Data Dog:** Application Monitoring Tool. infra support Monitoring Tool.
- **Cisco Tidal Automation Tool:** Job scheduling & Monitoring Tool.
- **Splunk:** Error Logs Monitoring Tool.
- **Site Scope:** Server Monitoring tool.
- **Hp Omi Tool:** Events monitoring tool.

Environment:

- **Operating Systems:** Windows & Linux /UNIX, RHEL 7,8,9 Centos7,8.
- **Software:** VMware vSphere Client 5.5, SQL Server, Oracle.
- **Database:** SQL SERVER 2019, Oracle.

Ticketing Tool: Service Now.

PROFESSIONAL EXPERIENCE

Maxpep llc, USA.

(Senior Application Production Support Engineer) -- Sept 2022 - May2023.

Project 1: ASCLEPEIAN INC (Hospital Management Software Project)

Roles and Responsibilities:

- ✓ Experience on performing L1/L2 roles for both Applications and Infrastructure services.
- ✓ Supporting Internal Applications for both Front End and backend support in 24/7 Environment.
- ✓ Experience on Analysing and performing basic troubleshooting steps in Applications front End level and will try to out find out the RCA.
- ✓ If its required will try to reach out to the Next Level support Team.
- ✓ Provide front-line, second level technical support as part of the IT Operations team to deliver exemplary customer service to clients.
- ✓ Experience on ITIL Frameworks like Incident, change, Event & Major Incident managements systems.
- ✓ Experience on Ticketing tools like Service Now, BMC Remedy and handling both user Tickets and system generated Auto Incidents.
- ✓ Experience on Application Monitoring tools like Dynatrace, Datadog, HP OMI, Splunk.
- ✓ Using HP OMI console for Monitoring Events and Alerts in Event Management.
- ✓ Experienced in working with multiple OS like WINDOWS 2008R2/2012/2012R2/2016 /2019 and red hat Linux 8.0,9.0
- ✓ Handling all kind of Infra Auto Alerts like CPU, MEM, DISK, Utilities Logs updating, Server down, URL's down.
- ✓ Using CISCO Job Scheduling Monitoring Tool to monitor the application production jobs and work through the open cases during business hours.
- ✓ Experience Windows servers and hands on experience like IIS Manager, App Pool Recycles.
- ✓ Working Experience in Application Tools like JIRA, Confluence.
- ✓ Executing SQL Scripts for making any data correction and for generating critical/auditing reports based upon the User requirements.
- ✓ Executing SQL Scripts for making any data correction and for generating critical/auditing reports based upon the User requirements. (DML commands, Sub Queries, all kind of Joins, Views and Stored Procedures were used).
- ✓ Hands on Experience web services like Apache, Tomcat, JBoss, and IIS Servers Platforms.
- ✓ Creating and maintaining support documentation & checklist and knowledge base repository.
- ✓ Handling Failed to contact Node down issues on both windows & Linux server Level.
- ✓ Experience on creating Internal SSL Certifications like Wild card and Standard, UCC Certifications using different types of Key Files.
- ✓ Experience on VMware Vcenter server and vSphere client to reboot the servers when server down in Linux or Windows platform.

Monitoring Tools: Dynatrace, Datadog, Service now, SiteScope, Splunk, and SQL Server.

Project -2 (CAPGEMINI), Bangalore---- May 2017 to Aug 2022
(Application Support Engineer)

Roles & Responsibilities:

Production/Application support:

- ✓ Provide front-line, second level technical support as part of the IT Operations team to deliver exemplary customer service to clients.
- ✓ Experience of ITIL best practice around the IT Service Support processes.
- ✓ Experience on Incident management change management and Major incident management.
- ✓ Frequently involving Bridge calls when Applications goes down in globally and performing change tasks when RFC Task has been placed in production.
- ✓ Hands on Experience like Apache, Tomcat, IIS Servers Platforms.
- ✓ Handling Application Support & Production Maintenance for Global Finance IT Applications
- ✓ We will support to creating Knowledge base articles, Runbooks on Service now for using internal business teams and Higher Management
- ✓ Using CISCO Job Scheduling Monitoring Tool and work through the open cases during business hours.
- ✓ Working Experience in Application Tools like JIRA, Confluence.
- ✓ Handling Failed to contact Node down issues at server Level.
- ✓ Handling Disk spaces utilizations, Memory, CPU, Proc, and deleting log files in servers.
- ✓ Knowledge on License, Agents and Certifications in Windows and Linux servers' platforms.
- ✓ Handling Disk spaces utilizations, Memory, CPU, Proc, and deleting log files in servers.
- ✓

Monitoring Tools: BMC Remedy, Dynatrace, SiteScope, Splunk, and SQL Server, Nagios, Oracle database.

EDUCATIONDETAIL

- **MCA:** Computer Applications, Madras University.
- **B.sc:** Chemistry, Acharya Nagarjuna University,
- **INTER:** S.M.S & N.L Junior College, Prathipadu, Guntur Dist.
- **SSC:** Z.P High School, G.G.Palem, Guntur Dist.

TECHNICAL Skills

- **Operating Systems:** Windows & Linux / UNIX, RHEL 6,7,8, Centos.
- **Web & Application server:** JBoss, Apache, Tomcat, IIS.
- **Cloud Technology:** Amazon Web Series, VMware.
- **Security:** Vulnerability Management System

PERSONAL DETAILS

Date of Birth : 09/06/1985

Marital Status : Married

Gender : Male

Language Proficiency : English, Telugu.

Address : BTM Layout, Bangalore,560029.

DECLARATION

I hereby declare that all the statements made in the Resume are correct to the best of my knowledge and belief. I would be obliged if I am endowed with an opportunity to serve your esteemed company.

Place: Bangalore

Date: **Venkat Bandi**