

Pavan Kumar.R
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Experience Summary

- 4+ years' experience of application support in banking and financial domain with strong analytic and multi-tasking skills.
- Exposure in **Oracle, UNIX, ServiceNow,ITRS, Autosys and ITIL process**
- Possess excellent analytical and logical skills with a good understanding at the conceptual requirement level.
- Outstanding skills in developing long term relationship with clients by providing excellent customer service.
- Ability to manage the most complicated tasks and situations in an efficient manner.
- Ability to maintain a smooth flow of work and information and achieve perfection in every project.
- Quick learner with an ability to implement new skills effectively.
- Hardworking, dedicated and confident employee with an ability to outperform.
- Worked on Production Support, attending production outage calls, troubleshooting the application and resolving bugs.
- Excellent analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels.
- Ability to work in teams and independently with minimal supervision to meet deadlines.
- Strong management, administrative and leadership skills to work in team.
- Have acquired ability to gather and define Business requirements to meet User/Customer expectations.
- Good team player.
- Ability to adopt new technologies.

Project: PioneerPMO

Organization	: Apexon IT Services and Consulting.
Period	: May 2022 to Apr 2023
Role	: Software Engineer
Domain	: Helathcare
Tools	: Autosys,Service Now,ITRS.
Team Size	: 4

Project Description:

GSK is tracking all the user issues/requests through Service Now tool to increase the productivity and service to the customers

Responsibilities:

- Monitoring and Assign the INC's/Req's to corresponding L2 teams
- Following up with L2 resources until the INC has been resolved based on priorities
- Creating & maintaining Daily/weekly reports for the INCs with RCA and JIRA details (EPIC ID)
- Involved under Configuration Item mapping for Snow Groups.
- Monthly status reports to senior management.
- Arranging Knowledge Transfer sessions for New/Existing resources by sharing periodic updates in functionalities or processes.
- Created the daily and weekly reports for incident/issues, participated in the status calls and compliance with the SLAs.
- Managing incident, preparing incident documents for all P1 and P2 incidents.
- Handled the Releases preparing to the Application into production and coordinated with the Development Team and the release Manager with respect to this.

Project:

Organization	: Blueberry IT Solutions Consulting LLP.
Period	: Sep-2021 to March 2022
Role	: L1 and L2 Production Support
Domain	: Banking
Tools	: Autosys,Service Now,ITRS.
Team Size	: 6

Project Description:

Capital Group is an American financial services company. Capital Group offers a range of products on active management, including more than 40 mutual funds through its subsidiary. American Funds Distributors, as well as separately managed accounts, private equity, investment services

Responsibilities:

- Providing 24x7 application support and monitors alerts corresponding to the applications.
- Monitors the overnight Autosys jobs which feed data to the internal and external applications.
- Manage and publish KB's (Knowledge Articles) to document identified workarounds, known errors and related procedures.
- Handling production environments and performing daily health checks.
- Good understanding of ITIL v3 Service Management best practices with an emphasis on Incident Management, Problem Management, Change management, Service Level Management, Request Management, Release Management, etc.

- Assisting the application team in performing problem identification and resolution including production batch restarts and reruns.
- Performing Job events on Autosys Batch jobs (like F/start, On Hold, off hold) using CA Workload Automation AE tool as requested by customer.
- Using Cyberark password tools to get username and password to login to TOAD(Oracle), and Ran DML, DDL queries provided by Application teams.

Project:

Organization	: KNOWVIRTUE SYSTEMS PRIVATE LIMITED.
Period	: Sep-2018 to Sep 2021
Role	: L1 Production Support
Domain	: Banking
Team Size	
: 10	

Responsibilities

- Monitoring tickets and assigning to L2 team.
- Providing L1 and L2 support for **as Autosys** batch jobs and there by handling/ escalating issues regarding the delay and failures of the batch or files transmission
- Preparing status reports and sharing them to management and clients
- Sending data requests to users.
- Monitoring disk spaces for the servers.
- Have knowledge on Service Now.
- Alert Monitoring, Reporting and Escalations
- Monitor the event alerts and notify to the concerned team and process the requests from the end users to level 2 support engineers.
- Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization through ITRS
- Updating the clients and the onsite coordinators with the ongoing development status in daily basis.

Career Profile

- Working as a **Software Engineer** with Apexon IT Services and Consulting, from Sep May 2022 to Apr 2023 .

- Working as a **System Engineer** with Blueberry IT Solutions Consulting LLP, from Sep 2021 to Mar 2022
- Working as a **Software Engineer** with KNOWVIRTUE SYSTEMS PRIVATE LIMITED, from Sep 2018 to sep 2021 .

Professional Qualifications

- B.Tec h (E.C.E) in KMCE&T from JNTUH University- 2016 with an aggregate of 68.8%

Skills

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|----------------------------|------------------------------------|
| • Operating systems | : Windows ,UNIX. |
| • Databases | : Oracle (11g) |
| • Hardware | : Installations, Trouble shooting. |
| • Scheduling Tool | : AutoSys11.3 |
| • Ticketing tool | : Service Now, Splunk |
| • Monitoring Tool | : ITRS Geneos |

Declaration

I do hereby declare that the above information given by me in the application is true and complete to the best of my knowledge.

Pavan Kumar Regula