Mr Abanikanta Samal,

Senior Engineer -Application Support

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Summary of Qualifications (Knowledge & Skill Areas)

- Having 6+ years of experience as Production/Application support engineer in **Finance/Banking, Healthcare and Telecom domain**.
- Experience in Production activities like- H**andling production issues, involving in bridge calls and production deployment.**
- worked closely with **development team to monitor/resolve** high priority issues .
- Worked as L1/L2 application support analyst.
- Knowledge in monitoring tools like- **Splunk, Grafana, ELK, Dynatrace, Snap Logic, postman**.
- Work extensively on **Windows/UNIX** and SQL on Application Support and supported both Java and .net based applications.
- Knowledge in **AWS cloud.**
- Knowledge in **CI/CD** pipeline and **DevOps** Tools like **GitHub, Jenkins, Docker, Ansible.**
- Good exposure to ITIL process and used ticketing tolls like- **Zendesk, HP Service Manager, ServiceNow**, ITSM.
- Flexible to work with 24/7 shifts.

• Professional Experience

Harman Connected Services	July 2021 to Current date
Oasis Infotech	Dec-2017 to July-2021
HCL Technologies	Feb-2016 to Dec-2017

• Education [Name of the Institution]

Master in computer application, Berhampur University, Odisha

Professional Experience:

Project name: Care Stream Partner Program.

Company Name: Harman connected Service.

Duration: July 2021 to Mar 2023

Role: Senior Engineer Production support

Client: Care Stream Dental, USA

Tools: AWS, Splunk, Snap Logic,Grafana, Postman, Zendesk, SSMS, HP Service Manager

Responsibilities

- Worked on Incident management, Change management, Problem management and Major incident management.
- Deploying packages as per developers request in SIT, Test, Pre-Prod and Prod environment as per Dplan.
- Define, implement, and configure new artifacts (Dashboards, Alerts, Custom queries etc.).
- Monitoring and fixing issues related to all schedule jobs and batch processing.
- Organize and Facilitate Daily Alert Review calls with different technical teams.
- Creating and maintain SOP Document for new Production issues.
- Working on CRQ requests as per schedule.

Project name: VDG (Validation data gateway)

Company Name: Oasis Infotech

Duration: Dec 2019 to June-2021

Role: Senior Production support engineer

Client: Citi Bank

Tools: Splunk, Postman, Elk, Dynatrace, Windows, IIS Servers, Service now, ITSM

Responsibilities

- L2 Troubleshooting/Debugging on Production or Staging environment from the Server and GUI perspective.
- We as a T2 support Team is the first technical point of contact to fix application and systems issues, or incidents as they are known, that disrupt the service they depend upon in the Application Platform.
- Performed SSL certificate Procurement, renewal/Update and installation of SSL certificate using ECP cloud.
- Installation/Update of SSL Certificates.
- Responsible to provide RCA on the high and critical level incidents.
- Continuous monitoring of Dynatrace and Splunk and Kibana for Monitoring and ServiceNow, JIRA and ITSM Connect for ticketing perspective.

Project name: UPI Payment Support

Company Name: Oasis Infotech

Duration: Nov 2018 to Nov 2019

Role: Senior Production support engineer

Client: IOB, AU Small Finance Bank, Deutsche Bank (Retail and Corporate)

Tools: SQL Server 2016,SQL, PLSQL, Unix, .net,Windows Server (IIS), Postman, Dynatrace, Service now,

WinSCP.

Responsibilities

- Responsible for production support, troubleshooting, RCA, Performance monitoring, Potential problems Analysis.
- Resource planning and coordination for deployment with various teams.
- Implemented different types of queries analyzing in production database and transaction basis of business specification.
- Modifying Stored Procedures for extracting Daily, Weekly and Monthly reports.
- Responsible to provide RCA on the high and critical level incidents.
- Handling Bank queries and responding them in timely manner.
- Monitoring Application servers and CPU Utilization and Memory Utilization and Alerts.

Project name: NRM (Network resource management)

Company Name: Oasis infotech

Duration: Dec 2017 – nov-2018

Role: Senior Production support engineer

Client: Sprint

Tools: Netcracker Application, Zendesk, ServiceNow, SSMS, Grafana, Postman.

Responsibilities

- Attending production calls from operational users, trouble shooting and resolving issues of related applications.
- Performing Production Data Fixes in case of any failures/bugs with prior go ahead from operational users.
- Coordinate with Application Development Team to successfully deploy releases in Production environments.
- Investigate and resolve escalated tickets.
- Monitoring/scheduling/start/stop jobs.
- Handling P1 tickets and end user issues.

Project name: Vodacom Final Billers

Company Name: HCL Technologies

Duration: December 2016 – Dec 2017

Role: Senior Software Engineer

Client: Vodacom, South Africa

Responsibilities

- Handled sev1 to sev-4 incidents and SR within SLA.

- Involved in Application and Batch Monitoring activities.
- Investigated and Resolved Escalated Ticket on Priority.
- preparing report and sending the ticket updated regularly.
- Working extensively on Incident Management and change management and Release Management.
- Supported on IST and UAT as and when required.