

RAMESH REDDY

Email: rameshreddy.krishna@gmail.com

Phone: +91 7411333807

PROFESSIONAL SUMMARY

- **I am Having around 5 Years of Experience in Application Support / Production Support** and I am providing **L1/L2 Support** Enhancement and Maintenance.
- Excellent knowledge on technologies such as **SQL, UNIX, Oracle PLSQL** and **ETL Tools**.
- Working as a **L2 Production Support Engineer**.
- Experience in **Telecom Domain** and **Retail and banking domains**.
- Good knowledge on **Oracle PLSQL**.
- Hands on experience on **Oracle PLSQL Stored procedure and functions and packages, Triggers, Exceptions, CURSORS Constraints, indexes all other db objects and advance concepts PLSQL bulk collect and FORALL statements**.
- Good experience on **Writing complex queries and handling performance tuning complex queries**.
- Experience on **PLSQL development and Production support** projects on various domains.
- Has Exposure in the **Maintenance** and **Support** of various Applications.
- Handling with the shift activity **Turnover's**
- Providing **Deployment** and **Migration Support**.
- Ability to create **Procedures, Functions, Packages, Collections, Triggers, Cursor, Ref Cursor**.
- Developed **DAGs** and **ETL concepts** as per the project requirements.
- Expertise in writing **SQL queries, Joins, Sub query, SET Operations, View, Dynamic SQL**.
- Experienced with Dataware housing, Experience in data base design and modeling including relational database structures and normal forms.
- Extensively worked on **FTP** and **SFTP** commands.
- Escalates the incident to another team as well as to onsite team whenever required.
- Flexibility and adaptability in regards with new Technologies and Environments.
- Interacting with Clients through **Call, Mail or Chat**.
- Implementation of Documents according to the client requirement.
- Working in **24/7 Support** and solving all the issues as per **SLA**.
- Build working relationship with **Clients**.
- Team Worker with good interpersonal, communication and fast learning skills.
- Good knowledge on **UNIX** commands and **SHELLSCRIPT**.
- Good knowledge on **Scheduling** jobs using **CRONTAB** scheduler.
- Good in writing **Oracle SQL** queries.
- Good understanding on **ITIL** concepts.
- Highly Good team player with flexible and adaptable approach to work.
- Good Analytical and strong Interpersonal and excellent Communication skills ability to working Team, ability to pick up new skills quickly.

EXPERIENCE

- Worked as a Production/Application support engineer in **Infosys** from Dec 2022 to till date.
- Worked as a Production support engineer in **WIPRO, Bangalore** Jan 2022 to till Sep 2022
- Worked in United Health Group from Apr 2019 to Dec 2021

Payroll companies are different

Realsoft (intl) pvt ltd

Aditi consulting

- Worked in Scalene people works solutions May 2018 to Mar 2019

EDUCATIONQUALIFICATION

- I have completed my Bachelor's from S. K University .

Tools/Technologies:

RDBMS	Oracle, SQL, PLSQL
Languages	Shell Scripting and Unix and PLSQL
Tools	Putty, SQL Developer, fresh service and service now ticketing tool.
Operating Systems	Unix/Linux, Windows 2000/XP

WORKEXPRIENCE:

Project#1:

ProjectTitle :Telecom and câble televisions
Client : Altice USA
Role : Production Support
Environment : UNIX, Shell Script, SQL, PLSQL,
Tools : Service Now, Jira, Big query

Description:

Altice is one of the largest broadband communications and video services providers in the United States, serving nearly 5 million residential and business customers across 21 states with an advanced portfolio of connectivity services, including Optimum Fiber Internet, Optimum TV and Optimum Mobile.

We also operate a4, an advanced advertising and data business, which provides audience-based,

multiscreen advertising solutions to local, regional, and national businesses and clients, as well as hyper-local, national, international, and business news networks through its News 12, Cheddar News and i24NEWS brands.

The way we interact, connect, and communicate evolves every day, with faster, more accessible, and more secure products and services, making it easier than ever to come together when we need it most. Whether it's through connectivity in the home or on the go or through local news, national news, and more, Altice USA's brands make it easier for consumers, businesses, communities, schools, hospitals, and everyone in between to connect to the things that matter most to them.

Central to how our company operates is the idea of reinvention - fearless reinvention. And to meet the needs of our customers, we have built a company and team that is equipped to deliver on the Altice USA promise and one that is reflective of the many diverse communities we serve. Altice USA.

Roles & Responsibilities:

- My role is **L1 and L2 Production/Application Support Engineer.**
- Scheduling the jobs by using **CRONTAB.**
- Developed DAGs and ETL concepts as per the project requirements.
- Enhancements on **Oracle SQL and PLSQL Objects and complex queries analysis** and modifications.
- Extensively worked on **FTP and SFTP** commands.
- Customizing the tasks according to customer's requirement using Shell scripting & implementing and automating the shell scripts as per the requirement.
- **Monitoring, Reporting and Scheduled by Control -m jobs.**
- Performing the **Monthly, Weekly** activities and validating the data using the existed reports.

Project#2:

ProjectTitle	:DBIQ
Client	: Deutsche Bank
Role	: Production Support
Environment	: UNIX, Shell Script, SQL, PLSQL
Tools	: Service Now, Control -m, Auto Sys

Description:

An investment bank is generally used to describe any financial institution that provides services in the areas of security issuing, brokering, financial advisory, asset management. Equity Indices are a set of new indices designed to reflect the returns from a combination of factors like dividends, corporate actions, selection and rebalancing. The indices could be either simple or composite. Based on the returns, the indices are classified as PR and TR indices. The calculation involves price download, selections, calculation of index level, corporate actions, rebalancing, etc. The attempt has been made to automate most of these tasks using the DBIQ infrastructure that is used for the similar indices' calculation. Also the DBIQ system already have interface with Bloomberg and Reuters and other pricing sources which are used currently by CAG.

Roles & Responsibilities:

- My role is **L1 Production Support Engineer**.
- Developed stored **procedures, functions, Triggers, PLSQL** programmed unit etc as per the project requirement.
- Created **record types, tables, collections (nested tables and arrays)** for improving Query performance by reducing context switching.
- Worked on **SQL*Loader** to load data from flat files obtained from various facilities every day.
- Resolving the **Tickets based on SLA**.
- Scheduling the jobs using **CRONTAB command in UNIX**.
- Working on **PLSQL object package procedure, functions**.
- Making on **Oracle SQL and PLSQL Objects**.
- Good experience knowledge on **INCIDENTS, PROBLEMS, CHANGES** in ITIL Process
- Developing scripts as per customer requirement by using **Shell Scripting**.
- Developing multiple test cases as per client requirement in **QA** environment.
- Scheduling jobs in UNIX server by using **Control-m**.
- Handling the issues related to **installation, update, configuration, operations** or performance.
- Updating the **Customer's Progress**.
- Analysis and troubleshooting of issues in Production environment and resolve the issues.
- Optimizing the **SQL queries**.
- Used strongly typed datasets to **Select, Insert and Update of the Database**.
- **Monitoring, Reporting and Scheduled by Control -m jobs**.
- Performing the **Monthly, Weekly** activities and validating the data using the existed reports.

Project#3:

ProjectTitle	: Network Management System-South East Région (NMS-RE)
Client	: Bellsouth
Role	: Production Support
Environment	: Oracle11g, Unix, Toad
Tools	: Service Now, Control –m, Auto Sys

Description:

Network Management System-Southeast Region (NMS-SE) system provides a consolidated control point to the multi-media DSL/Broadband network. It supports Network Element Creation and configuration along with its fault management and correlations. It also manages service order flow which includes service order processing, activation and also repairing. It is a highly scalable system with 99.9% automated flow-through rate for service order processing and provisioning. It supports all southeast broadband NMS (DSL NMS) application provides network and service management functions for end-to-end provisioning, maintenance, and administration of the ADSL Fast Access service. This service is currently implemented using central office and remotely deployed ADSL mixing hardware, CO deployed Broadband Gateway IP switches, and CO deployed ATM switches. The ADSL/IFITL Fast Access Service is a BST wholesale service.

Roles & Responsibilities:

- My role is **L2Production Support Engineer**.
- **Working Oracle db objects like Table, View, Indexes, constraints etc.**
- Enhancements on **Oracle SQL and PLSQL Objects and complex queries analysis** and modifications.
- Involved in the development backend code, altered tables to add new columns, Constraints, Sequences and Indexes as per business requirements.
- Created record types, tables, collections (nested tables and arrays) for improving Query performance by reducing context switching.
- On Call Coverage-Resolving the issues based on priority.
- Deployment Support as well as migration support.
- Writing the shell scripts and SQL queries according to the customer requirement.
- Implementing the new SQL scripts, and enhancing the existed **SQL** scripts as per the requirement
- Forwarding to deeper support team if any major changes required.
- Customizing the tasks according to customer's requirement using Shell scripting, & implementing and automating the shell scripts as per the requirement.
- Finding out the root cause of performance **SQL** Queries and resolving accordingly.
- Creating the control files and modifying the existed files as per the business logic.
- Scheduling the jobs by using **CRONTAB** command in Unix.
- Performing the **Monthly, Weekly**, activities and validating the data using the existed reports.

Declaration:

I hereby declare that the above written particulars are true to the best of my knowledge.

Location: BANGALORE

RAMESH REDDY