

- Having 4+ Years of technical experience in Application & Production Support Engineer role.
- Excellent analytical, interpersonal and communication skills.
- Good at human relations and ability to work in and with a team.
- Good knowledge in **UNIX, Oracle, Shell scripting, Basic Python**
- Having good knowledge in **SQL**.
- Hands on experience in writing database queries.
- Having sufficient workflow knowledge in **ITIL** (Information Technology Infrastructure Library) Process
- Having hands on experience in **SQL** as well as good knowledge in Shell Scripting.
- A proven record of reliability, the ability to perform under time*constraints, and good judgment under pressure.
- Ability to work with teams delivering successful results through efficient coordination, delegation, tracking and reporting.
- Appetite to learn and work on new technologies and domain to take bigger challenges.
- Providing L2 support and delivering the value-added services to the client.
- Good knowledge on Scheduling jobs using **Crontab scheduler**.
- An effective team member with excellent interpersonal & problem-solving abilities, skills at handling multiple tasks and modules simultaneously.
- Enhanced the existing **UNIX/LINUX** scripts to achieve better performance and throughput.
- Ability to learn new technologies as well as quick learner and good knowledge of quality processes.
- Strong problem-solving skills and ability to analyze technically.
- Excellent communication, interpersonal skills, confidence and poised in interaction with individuals at all levels.
- Good understanding on Incident Management/Change Management.

Skills Summary	
Domain	Media & Entertainment, Telecom, Transport Management system (supply and chain)
Programming Languages	Oracle SQL, PL/SQL, Shell Scripting, Basic Python
Operating System / ERP Version	Windows, UNIX/LINUX
Tools / DB / Packages / Framework / ERP Components	ServiceNow, JIRA

Work Experience			
Project 1			
Company Name	Larsen & Toubro Infotech Ltd		
Project Name	Paramount – Media & Entertainment Domine	Team Size	20
Start Date	April - 2022	End Date	Till Now
Project Description	Support as Incident analyst for different shift to monitor and work on Incident tickets using SNOW tool for Paramount clients.		
Role & Contribution	<ul style="list-style-type: none"> Monitor dashboard, systems, applications using various Application Monitoring Tools Work with software L2 Team Trouble shooting issue incident level and providing finding to L2 and manager level. Ensuring the compliance with service level agreements (SLA's), by providing regular updates and timely solutions Working on daily Audit report work 		

Project 2			
Company Name:	CLOBDATA TECHNO SOLUTIONS PRIVATE LIMITED		
Project Name	AS400 (Application System 400)	Team Size	8
Start Date	Sept 2018	End Date	March- 2022
Project Description	<p>This application has good features to help business to increase their efficiency:</p> <ul style="list-style-type: none"> AS400 application that integrates business processes across all the branches of the company. Price tracking system to count for the latest discounts and price rules. Great return process with quick authorization and order tracking software. Enhance sales order processing by integrating faster invoicing, billing and record creation. 		
Role & Contribution	<ul style="list-style-type: none"> Responsible for providing Support in L2 Level depending on the priority of the issues to meet Client's SLA. On Call Coverage - Resolving issues based on priority. Scheduling the jobs using crontab command in UNIX. Involved in code level investigation of the jobs (UNIX, Shell Scripting, 		

	<p>SQL, PL/SQL).</p> <ul style="list-style-type: none"> • Finding out the root cause of performance SQL Queries and resolving accordingly. • Interact with the L1 and L3 teams to Monitor and resolve job failures. • Identification of recurring issues and escalation for permanent fix if needed. • Creating FRDs (Future Reference Documents) for future purposes. • Reporting the technical issue to the L3 development team. • Perform the daily health check of the application on production environment. • Writing shell scripts and SQL queries according to the customer requirement. • Loading the data into the database using the SQL loader and External table concepts. • Performing the monthly, weekly activities and validating the data using the existing reports. <p>Customize the tasks according to customer's requirement using Shell scripting</p>
Technology & Tools	<p>Oracle Database 12C, SQL</p> <p>ServiceNow, JIRA</p>
Key Achievements	<p>Support for any kind of critical Requirement by the users</p>

Other Experience

Educational Qualification

Education & Credentials	<p>Master's in computer applications from Yogi Vemana University</p>
Education & Credentials	<p>Bachelor's in computer applications from Sri Venkateswara University</p>