

JJO MATHEW

Production Support Analyst

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PROFESSIONAL EXPERIENCE

Senior Operations Executive

(Jul '19 - Present)

INFOSYS LTD | Bangalore

IT Production Support Analyst | Morgan Stanley Wealth Management

- Worked in 24*7 environment.
- Experienced in supporting Agile model of Software Development.
- Configure monitoring on different metrics of Windows/Linux Hosts, generated by Watchtower.
- Configure Application logs/alerts generated by Netcool and further redirecting it to the L1 Team.
- Lead/Participate in global/regional calls for resolution of issues
- Maintenance/management of nodes from Monitoring.
- Good understanding of infra monitoring tools such as Splunk, AppDynamics, Putty to check application logs, perform RCA (Root cause Analysis) & troubleshoot them.
- Service now tool were used to communicate issues in production, its severity, action taken, realtime updates , to keep track of issue,etc.
- Proactively involved in Releases (hot flix/infra/pre-prod/prod) and Deployment Management which includes preparation of automation scripts.
- Actively taken part in Management Reporting (monthly/weekly/daily).
- Prepared Frequent failure reports to identify the alerts which create significant noise in Sockeye.
- Strong communication and proficiency at grasping technical concepts quickly and applying them in a productive manner.
- Proficient in capturing events through monitoring tools, processes and ensuring proper issue escalation and effective incident resolution.within SLA.

OBJECTIVE

Seeking a challenging position in an esteemed organization, wherein I can improve my knowledge in a Technical track and work for the growth and development of the organization, thus proving myself as an asset to the organization.

KEY SKILLS

Languages/ Scripting:

SQL, HTML, C++, PHP,
C Programming Language

Tools: M.S Office, AppDynamics,
Splunk, Service Now, Putty,
Sockeye

EDUCATION DETAILS

Bachelor of Computer Applications (BCA)

MG University, Kerala

(Jul '16 - Apr '19)

EXTRACURRICULAR ACHIEVEMENTS

- Infosys Kanban Certified.
- Received 'Insta award' for Transformation Initiatives & Analytical Skills.
- eBuilder project was done in College using PHP, HTML.
- Attended workshop on Python.