Kona Mithilesh

e-mail : [kona.mithilesh1@gmail.com](mailto:kona.mithilesh1@gmail.com)

web : [www.konamithilesh.com](http://www.konamithilesh.com)

Phone : +91 96427 72199

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**Professional Summary :**

* Kona Mithilesh has over 8+ years of experience in IT Industry as Associate IT Engineer and involved in Production application support for banking and telecom projects for India top leading clients.
* Good experience within Banking and Telecom domains.
* Certified Azure professional
* Good Knowledge in Banking applications,
* Expertise in banking tools and working with Oracle Weblogic, Unix and SQL.
* Experience in induction of new servers into production.
* Obsession with quality and customer experience - Attention to detail coupled with ability to think abstractly.
* Monitor and manage the 24x7 operations to ensure highest stability, availability.
* Excellent problem solving and debugging skills. Willing to learn and master the latest cutting-edge technologies.
* Self-directed and capable of working effectively in a highly innovative and fast-paced environment.
* Outstanding interpersonal and communication skills.
* Experience in Performance Tuning, Optimization and Customization.
* Ability to work in teams as well as an individual, quick learner and able to meet deadlines.
* Strong desire to adapt to the latest technologies, environments and ability to grasp new technologies quickly.
* Interaction with clients for the application requirements.

**Technology skills:**

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| --- | --- |
| **Banking Applications/Tools** | Weblogic, Middleware, Oracle Enterprise Manager Cloud Control 12c, Appdynamics application performance monitoring Tools, |
| **Programming Languages/Tools** | Linux shell scripts and PL/SQL |
| **Web Design Tools** | HTML and XML. |
| **Database** | Oracle |
| **Operating System** | Windows, MS-DOS, UNIX, Linux |

**Education Summary:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **Institute Name** | **Year of passing** | **Percentage** |
| M.Tech(P.E) | Pydah College Of Engineering | 2016 | 65.9 |
| B.Tech(E.E.E) | K.I.E.T, Kakinada | 2011 | 65.65 |
| Inter (M.P.C) | Narayana Educational  Institute, Vizag | 2007 | 79.4 |
| S.S.C | M.N.R High School,Vizag | 2005 | 63.83 |

**Certification Achieved:**

Microsoft Certified: Azure Fundamentals

**Work Experience:**

* Working for ANB Technologies Ltd, Hyderabad from March 2019 to till date.
* Worked for VTL, Chennai from Oct 2018 to March 2019.
* Worked for Reliance Jio Infocomm Ltd from April 2014 to September 2018.
* Worked in Rajdeep Energies Pvt Ltd from August 2011 to March 2014.

**Customer : ICICI**

**Project 1 : OMNI REPORTS,I-SIGN,P-FORM,EDD,IAS**

**Role : Application Support**

**Team size : 20**

**Duration : April 2019 to till date**

**Position : Associate IT Engineer**



* Being a responsible part of the team that handles production support in application/servers related to Payment System with Banks all over the India.
* Responsible for handling live issues occurring in the application servers and their maintenance, monitoring, deployment as service refresh(s) in coordinating with other team(s) as per the scheduled activities.
* Responsible for handling the issues occurring at Production Servers, Base Servers, Database servers, fall back, UAT and Development etc.,
* Shared analysis of Logs for incident management and Application/Development teams for debugging and rectification.
* Primary Responsibility is to check whether all the websites are up and functioning normally.
* Involved in conducting DR drill and DR infrastructure setup.
* Monitoring the server performance and checking the disk space of servers.
* Investigate the problems to determine the root cause, respond to application teams to expedite resolution of the problem and escalate problems if required.
* Develops process and procedures that ensure Incident Management and service desk related action items are tracked and completed.
* Providing the solution for application and production issue through SERVICE INTERACTIONS/SERVICE REQUESTS reported by users through Helpdesk

**Customer : Airtel**

**Project Name : Digital India Project**

**Role : Senior Quality Engineer**

**Team Size : 40**

**Duration : Oct 2018 to March 2019**

**Responsibilities :**

* Assigning tasks to Vendors and ensure smooth functioning of the work within time specified.
* Weekly review meetings with Vendors and engineers for timely approvals and supply of materials to avoid delay in project completion.
* Surveying of new OFC paths, checking feasibility of laying cables and making Joint Visit along with the corresponding Row authorities.
* Tracking daily Outputs from Engineers & contractors.
* Handling the Project Team to complete the Job effectively in given time.
* Maintaining Quality Works according to the specification and daily check in the route with Engineers & contractors.
* Conducting Training & Meetings with Contractors & Engineers regarding works.

**Customer : Reliance Jio Infocomm**

**Project Name : 4G Project**

**Role : Quality Engineer**

**Team Size : 30**

**Duration : April 2014 to September 2018**

**Responsibilities :**

* Preparing SLD & ABD drawings and completing all documentation Works .
* Conducting OTDR & LSPM Reports .
* Cable Blowing with Cable blowing machines.
* Responsible for Marking Chambers & making CC.
* Responsible for Drum Plan & Cable loops.
* Conducting GPS Surveys & Entering all the Documentation in Tab.
* Conducting Drum Tests & Fiber splicing.
* Checking the fiber loss & restoring fiber cuts.
* Checking Earthing for alternative joint chambers.