**KEERTHI** **KONGARA `**

**Production Support**

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**Career Objective:**

Looking for an IT production support position in a financial services company to provide consultative, and technical support for company's products and corresponding processes.

**Professional Summary:**

* 7 years of experience in full lifecycle development and production support.
* Worked with all levels of employees/teams, vendors, management and other third parties to achieve the project objectives.
* Communicate and update the data and information across all levels.
* Worked on Production Support, attending production calls, troubleshooting the application and resolving bugs.
* Ability to work in teams and independently with minimal supervision to meet deadlines.
* Experience in Software Development life cycle, including Design, and Testing using Oracle Technologies.
* Strong management, administrative and leadership skills to work in team.
* Experience working with MYSQL.
* Worked on basic bash scripting.
* Hands on experience in shell scripting.
* Supported distributed systems using web technologies like JavaScript and middleware technologies like Tomcat/Weblogic.
* Proficient in SQL scripting involving Sybase technologies.
* Excellent analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels.
* Proven experience to provide production support with customer facing applications.

**Education:**

Bachelor of Computer Science, Kakatiya University

Masters in Software Engineering, Stratford University

**Employment History:**

**Project** : Soarian Financials

**Client** : Siemens

**Duration** : Jan 2015 – April 2016

**Role** : Software Test Engineer

**Project Description:** Siemens Soarian is a health information management system that supports seamless access to patient medical records and the definition of workflows for health provider organizations. Soarian Financials enables the healthcare enterprise to design, coordinate, and adapt processes using healthcare process management tools, such as workflows, work lists, and rules engines. Soarian Financials supports healthcare providers’ operational and administrative initiatives by providing payer and business rule-based workflow, reporting, and document imaging.

**Roles & Responsibilities:**

* Perform Stream Operations for both Inbound and Outbound Transactions on Soarian Applications.
* Retrieve Claims, Patient Bills and various other documents in OMS and EDM within Soarian Applications.
* Support all the Service Pack (SP) releases for Go-No-Go Decisions for Soarian Applications.
* Testing the Soarian Applications using web Services like SoapUI.
* Participate in daily stand-up meetings.
* Analyzed the Functional Requirements and Design Specifications documents to ensure that the system met all of the technical and business requirements of the applications.
* Involved in training the team for soapui tool.
* Working closely with management to track and communicate testing progress.
* Performed data validations using **Xml Spy.**
* Provided weekly management status reports and coordinated meetings between test team and development team to review defects.
* Writing **basic SQL queries** to pull the patient’s data for testing in the blueframe.

**Environment**: Tomcat, Weblogic, Webmethods, SQL, HP QC/ALM, Clear Quest, Cloud Env, MS Excel, XML.

**Project** : Federal NOTAM Systems

**Client** : Federal Aviation Administration (FAA)

**Duration** : oct 2013 – sept 2014

**Tools & Technologies**: Frontend: JSP/AJAX

**Server**  : IBM Websphere App Server

**Database** : Oracle Database

**Project Description:** The Federal Notice to Airmen (NOTAM) System (FNS) is the new NOTAM management system designed to digitize the collection, dissemination, and storage of NOTAMs. The goal is to create a single authoritative source for NOTAM entry and dissemination to improve the efficiency, safety, and data quality of NOTAM information. The concept behind FNS is to have the NOTAM originator, such as an individual working in airport operations, generate and submit the NOTAM using a web-based standard template. The inputs from the standard template will be validated against policy-driven business rules and immediately published. The NOTAM information will also be distributed in digital format to external users, such as airlines and the U.S. military.

**Roles & Responsibilities:**

* Modified and updated existing custom forms to adapt to new database schema.
* Modified Reports to suit client requirements.
* Developed several reports that help track down an order.
* Monitoring the successful completion of the jobs daily which were scheduled for accurate flow of data from one application to another.
* Preparing, updating and uploading Knowledge Transfer documents in the project share point folders.
* Addressing the issues raised by the users and providing relevant information to them as needed.
* Documenting and tracked test scripts, test results, test analysis and reported the defects using JIRA.

**Project**  : Loan Origination

**Client** : Fidelity Information Services, Malvern, PA

**Duration** : April 2012 - July 2013

**Tools & Technologies** : FrontEnd: JSP/AJAX

**Server** : IBM Websphere App Server

**Database** : Oracle Database

**Project Description:** SunTrust Mortgage portal has an outstanding reputation as a top mortgage origination and servicing company, recognized in the industry as a leader in client satisfaction. Loan origination is a specialized version of new account opening for financial services organizations. Loan origination is the process by which a borrower applies for a new loan, and a lender processes that application. Origination generally includes all the steps from taking a loan application through disbursal of funds (or declining the application). Loan servicing generally covers everything after disbursing the funds until the loan is fully paid off. Major functional modules include **Loan Application, Borrower Characteristics, Pipeline Management, Property, Management, Underwriting Guidelines, and Integrated Systems.**

**Roles & Responsibilities:**

* Responsible for coordinating with the front end team and resolving their issues with regards to the database.
* Post production supported the project with any upcoming issues with the Oracle database packages and procedures.
* Provided support to the front end developers for technical issues which might come across.
* Coordinate with the team at onsite for a smooth deployment, any change management or production issues.
* Have created high level documentation for the team and also for various back office partners of the bank.
* Worked closely with business operations to fix the failures of transactions to fetch and validate the new FX rate.

**Project**  : Enterprise Asset Management

**Client** : Amgen, Thousand Oaks, CA

**Duration** : Sept 2011– Feb 2012

**Tools & Technologies** : Front End: JSP/AJAX/STRUTS

**Server** : Web Logic

**Database** : Oracle Database

**Project Description:** Enterprise Asset Management (EAM) is a multidisciplinary approach that allows capital-intensive organizations to maximize return on investment (ROI) from their asset base. Encompassing the entire asset portfolio of an organization, EAM is a powerful and flexible paradigm that provides valuable insight into the conditions and working processes of the asset base. This provides organizations with greater control over their assets, allowing for increase in asset life and reduction in capital and related operating costs, thereby increasing the returns on each asset. Major functional modules include Purchase Requisition, Purchase Orders, and Sales Orders.

**Roles & Responsibilities:**

* Provided the first level of support for the application provided by the clients.
* Supported the application by providing after hours support.
* Deploying changes in packages and code into production environment.
* Created many ad-hoc reports depending on the user requirements.
* Has planned test schedules for completing the system operations given by the customers.
* Participated in 24X7 production support.
* Performed data retrieval on the FTP server.
* Worked with end users and software developers to ensure technical compatibility and customer satisfaction.

**Project**  : Enterprise planner

**Client** : Bank of America, Charlotte, NC

**Duration** : July 2007 - May 2009

**Tools & Technologies** : Front End: JSP

**Server**  : Web Logic

**Database** : Oracle Database

**Project Description:** Bank of America is one of the largest diversified financial service organizations in the United States. Enterprise Planner provides the solutions that empower its franchises to enable their customers to organize their financial information. I was involved in testing the functionality and interface of the application, along with performance of the application under load. Major functional modules include Personal Banking, Corporate Banking, Private Banking, Mortgage Banking, Secured Lending, Asset Management and Mutual Fund Servicing.

**Roles & Responsibilities:**

* Responsible for Stress & Regression testing & enterprise wide web applications.
* Worked on Performance testing Plan, Strategy and deliverable documents for any project before and after performance testing of ERP application go-live.
* Analyze online and batch transactions to test and measure the response times and other performance units.
* Entered the defects in Quality Center Defect log and assigned the severity levels.