**KEERTHI** **KONGARA**

**Production Support**

(**571**)-**305**-**0160** **E**-**mail** : **keerthikongara@outlook.com**

**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 in various domains like **Healthcare,** **Mortgage**, **Finance**, **Insurance** and **Banking**.
* Full life cycle experience in resolving production issues including fielding calls from end users, scoping the issue, do root cause analysis to find suitable partners to resolve the issue.
* Fully conversant with UNIX/Windows based web multitier applications including externally facing across firewall.
* Experience in application development and production support of large and critical network with 24/7 uptime.
* Hands on experience in shell scripting and troubleshooting **Unix** issues.
* Hands on experience in running web based environments.
* Conversant with SQL to prepare and execute on demand to troubleshoot issues.
* Hands on experience to use scheduling tools (Autosys etc.), Fault management tools (Remedy etc.).
* Fully conversant with user authentication tools like TAM etc.
* Worked with all levels of employees/teams, vendors, management and other third parties to achieve the project objectives.
* Experience with **Remedy** and **ServiceNow** systems.
* Hands on experience with Incident and Problem management modules.
* Worked on **Production Support**, attending production calls, troubleshooting the application and resolving bugs.
* Functioned as a Level I support and eventually promoted to Level Support II in a software support environment
* Experience in **Software Development Life Cycle**, including design and testing.
* Supported distributed systems using web technologies like JavaScript and middleware technologies using **Tomcat/WebLogic**.
* Excellent analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels.

**Education:**

* Masters in Software Engineering, Stratford University
* Bachelor of Computer Science, Kakatiya University

**Technical Skills:**

* **Programming:**Java, UNIX, Shell scripts.
* **Databases:** Sybase, Microsoft SQL Server, DB2, MS Access.
* **Tools:** Remedy, ServiceNow, Autosys, HP Quality Central.
* **Middleware:** Tomcat, Weblogic.
* **Operating Systems:** Microsoft Windows (XP,7), Unix, Linux .
* **PC Platform:**WINDOWS Server and XP, MS Office Suite, SQL Server, Oracle, MS Project.

**Employment History:**

**Project**: Soarian Financials

**Client:** Siemens

**Duration:** Jan 2015 – April 2016

**Role**: Support Analyst

**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:**

* Responsible for coordinating with the front end team and resolving their issues with regards to the database.
* Core role was to keep the applications up 24/7 and to be in touch with administrators and users to help them and resolve server and application related issues.
* Post production supported the project with any upcoming issues with Oracle database packages and procedures.
* Coordinate with the team at onsite for a smooth deployment, any change management or production issues.
* 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.

**Project**: Loan Origination

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

**Duration:** Oct 2013 – Sept 2014

**Role**: Production Support Analyst

**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. 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:**

* Exposure to all stages of Software Development Life Cycle.
* Provided L2 support for applications for more than one module.
* Analysis of Unix scripts, scheduling of jobs through AutoSys in case of any failures.
* Involved in the preparation & planning of incident, risk and change management procedural documentation of for clients.
* Check email alerts, notification mails and tickets in queue with their priority.
* Modified Reports to suit client requirements.
* Plan implementation of new applications as required and creation of reports for the business users.
* 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.
* Modify/create Unix scripts for scheduling various cleansing scripts and loading process.

**Project:** Federal NOTAM Systems

**Client: F**ederal Aviation Administration (FAA)

**Duration:** April 2012 - July 2013

**Role**: Tester/Support Analyst

**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:**

* Responsible for coordinating with the front end team and resolving their issues with regards to the database.
* Responsible for tracking of trouble tickets and resolution of escalated incidents.
* Answer technical support queries and implement fixes for application problems.
* Worked on cross functional teams to proactively address support issues.
* Developed test plans and test cases for new automated purchase order functionality through analysis of system requirements and inter dependencies.
* Coordinated with IT resources to drive financial and operation projects by utilizing business process knowledge to allow users to automate manual tasks resulting in stable and continuous business operations.
* Provided excellent customer service support to external customers.
* 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

**Role**: Support Analyst/Tester

**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.
* Responsible for tracking of trouble tickets and resolution of escalated support incidents.
* Answers technical support queries and implements fixes for application problems.
* Worked on cross functional teams to proactively address support issues.
* Created and maintained documentation for supported applications.
* Coordinated with customers to resolve technical support issues.
* Developed work plans and scheduled for testing activities.
* Supported the application by providing after hour 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.
* Supported in batch/online invoicing process developed in Java.
* 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

**Role**: Tester/Support Analyst

**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:**

* Supported weekend systems upgrades, provided technical support and knowledge of system availability times, in need of back outs.
* Supported tem effort in addressing UNIX and Windows server issues.
* Assisted in streamlining processes to reduce and make daily workload more efficient.
* Attended daily status meeting to follow-up and resolve outstanding group issues.
* 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.
* Provided on call support for various modules.
* Coordinate with customers to resolve technical support issues.
* Developed work plans and scheduled for testing activities.
* Answered technical support queries and implemented fixes for application problems.
* Created and maintained documentation for supported applications.