**Eric Gilkerson,**

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**Application Engineer/Developer, ITIL 2011 Foundation Certified**

**SUMMARY**

* Having 4.8+ Years of experience in IT industry of which has domain expertise in Investment Banking and having a good knowledge of Oracle SQL, PL/SQL, UNIX, Shell Scripting,Sybase and Mongodb
* Good understanding of SDLC fundamentals and managed service like ITIL process
* Self-motivated with able to multi-task and work independently, take initiative to prioritize and resolve problems and Adaptability & willingness to learn and work on upcoming technologies.
* Good communication skill and ability to work as team player.
* Strong knowledge in Oracle SQL, PL/SQL, UNIX Shell Scripting (Bash, Ksh), Crontabs for automation.
* Proficient in Unix Shell Commands and SQL DDL, DML
* Knowledge of Functions, Procedures and Cursors.
* Experience on AIX, windows server, Red Hat Enterprise Linux 6.7(RHEL) platform and Web server (Apache Tomcat/IIS).
* Experience with Oracle PL SQL development, support and debugging.
* MS-office, Open Office, Libre office.

**Technical Skill Sets**

OS –Linux, RHEL 6.7

Webserver: Apache Tomcat,IIS

Scripting Language-Unix Shell Scripting

RDBMS - Oracle 6i/9i/10g/11g/12c, PL-SQL,Sybase,Mongodb

ERP - Oracle Applications 11.5.10.2/R12

Tools - Toad, SQL server, PL/SQL Developer, Control-M, Maximo, Remedy, GSM, Servicenow

FTP Tools -Putty, WinScp

UNIX utilities-Vi editor, awk,sed,cut

Protocol-SS7/Sigtran, FTP,Load Balancer,TCP/IP

**WORK EXPERIENCE**

**Project:** Credit Suisse (Investment Banking)

**Current Role:** Associate

**Duration:** Dec-2018 to Present

**Tools and Technologies:** Oracle SQL,Unix Shell Scripting,Sybase,Mongo DB,Salesforce,Deployment,IIS Web server,Control-M,Git,CI/CD

Description: Working on Application implementation and support in CI/CD module

Working on Oracle,Sybase for Data analysis and troubleshooting user queries.

Working on Spuds and IRMA(DevOps) for deployment.

**Project:** Intelligent Network (Amdocs IN)

**Current Role:** Senior Engineer

**Duration:** June-2018 to Nov-2018

**Tools and Technologies:** Oracle SQL,Unix Shell Scripting,SS7/Sigtran ,Amdocs IN,Blue Prism

Description: Worked as an Integration and Support Engineer and supporting 15 circles in India for Amdocs IN prepaid environment

* Responsible for daily operation and maintenance of all IN servers (i.e. SDP, SGU, SLU,DGU,DSLU,Mediation HLR,LBA,SAPI’s and SDP).
* Writing Oracle SQL simple and advanced queries and providing data and reports as requested by different Vodafone circles.
* Good knowledge of Shell scripting and deployed various scripts like partition alert, network alert, SQL queries, daily server health check-up, current CDR files process and node process check in 15 Vodafone circles.
* Performed configuration for all IN nodes and take proper restart of all the nodes to troubleshoot issues.

**Project:** MEA and APAC Transactions operation

**Current Role:** Associate Engineer

**Duration:** July-2016 to June-2018

**Tools & Technologies**: Toad, UNIX Shell Scripting, Pl/SQL, Putty**,** Oracle SQLDeveloper, SQL, Maximo, WINSCP, Oracle Linux Server, Windows server,Git,SVN,Tivoli Workload

Scheduler

**Description-** Worked in Technical operations and supporting all APAC payments transaction operations

* Worked on technical analysis, development, implementation and integration on Oracle SQL, UNIX and PL/SQL production system and experience in supporting systems that run on Linux Environment.
* Worked on web-related technologies including WebSphere, Apache, Tomcat and trouble shoot web related issues.
* Involved in multiple release and deployment of hotfix, change and releases in production servers to Make critical system updates/changes, and work closely with developers and DBAs during these implementations and performing all pre and post validation.
* Interacted with various team, stakeholders and providing RCA for the problem tickets.
* Monitored jobs on Tivoli Workload Scheduler and analyzing failed Scheduled jobs.
* Worked on UNIX Shell Scripts for daily issues and ability to identify tasks which require automation and automate them like automation of queue (backlog) monitoring, Mount point space and other manual tasks.
* Scheduled and modifed the oracle database jobs and Crontab in UNIX.
* Wrote SQL queries and PL/SQL blocks to extract, correct, or update customer data in Oracle 10g and Oracle 11g databases using Oracle SQL Developer and Toad and performing daily BAU's.

**Project :** Scottish Power

**Role Played :** Application Engineer

**Duration :** Jan-2016 to June-2016

**Tools & Technologies**:Toad,CSG(IME),Remedy,Unix,AIX 4.3,Control M,Shell Scripting,Pl/SQL,Putty**,**SQLdeveloper,sql plus**,**windows server 2003

**Description-** Worked on Scottish Power and networking project.

* End to End (24\*7) support, technical analysis, development, implementation and integration on Oracle SQL, UNIX and PL/SQL production system.
* Responsible for day-to-day, space maintenance, file systems maintenance, File transfer, server monitoring, user administration.
* Involved in Testing of new Servers and month end password change process of all the servers.
* Build and maintain SQL scripts and complex queries for data analysis, extraction and troubleshooting as requested by the users.
* Good understanding of UNIX file manipulations, analyzing corrupt files and SQL queries to assist troubleshooting.

**Project:** Airtel AfricaOperations (Mediation)

**Role Played:** ApplicationEngineer (L1 Production Support) **Duration:** Mar-2015 to Dec-2015

**Tools & Technologies**: Toad,CSG(IME),Maximo,MaxIT,Unix,Linux,AIX 4.3,Shell Scripting,Pl/SQL,Putty**,**SQLdeveloper,Telecom Mediation

**Description-** Worked on Telecom Mediation Project.

* End to End (24\*7) support, technical analysis, development, implementation and integration on UNIX and SQL production system.
* Escalation handling on recovery call and service delivery within SLA.
* Responsible for day-to-day systems maintenance, space maintenance, file systems maintenance, file transfer, server monitoring.
* Worked on shell scripts like File Sequence Check, Process log to make amendments for any change in configuration.
* Experience in writing SQL queries, PL/SQL Functions, Procedures and Packages and Unix Shell Scripting

**Project :** Airtel Africa Transformation Project

**Client :** Airtel Africa

**Role Played :** Oracle Developer

**Duration :** August2013 to September 2014

The main aim of this project was to transform the 17 different IT environments across Airtel’s African operations into an integrated IT system.

* Experience in development, customization and deployment of Oracle Reports using Report Builder 10g.
* Pl/SQL Functions,Procedures,Packages and Cursors.
* Unix File handling.

**Employment**

|  |  |  |
| --- | --- | --- |
| Company Name | Duration | Designation |
| Cognizant Tech | Dec-2018 to Present | Tech Lead |
| Vodafone India Ltd | June-2018 to Nov-2018 | Senior Engineer |
| MasterCard Technologies | July-2016 to June-2018 | Associate Engineer |
| Maintec Inc | Jan-2016 to June-2016 | Application Engineer |
| Softenger(I) Pvt Ltd | Dec-2014 to Dec-2015 | Application Developer/Engineer |
| Dhanush Infotech Pvt Ltd | Aug-2013 to Sept 2014 | Oracle Developer |

**ACADEMIC OVERVIEW**

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| --- | --- | --- | --- |
| Qualification | Institute | Year | Marks Obtained |
| B.TECH | Punjab Technical University | 52371088066 | 64.00% |

**INTERNSHIP:** IBM India PVT limited **Client:** Manthan

**Role Played:** TEST Engineer **Duration:** JUNE 2012 to NOV 2012

I have done 6 months of internship on Siebel in IBM, KOLKATA

During my training program in Manthan broadband service, I played the role of Test Engineer. During this program I tested the Customer Acquisition Form on Siebel User Interface. The Purpose of this project is to understand SIEBEL and to test the Customer Acquisition Form for Manthan Broadband Service Under the surveillance of IBM.

**INTERESTS AND STRENGTHS**

My areas of interest are

● Traveling

● Photography