**Sudharshan Reddy**

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| DYNAMIC PROFESSIONAL WITH ABOUT 2+YEARS OF EXPERIENCE  Production • Support • Maintenance  Smart-working • Confident • Proactive |
| Looking forward for a challenging career in IT firm providing Motivation, Ambience and cutting-edge technology to work and utilize my capacity and capability to the best possible extent.  **Production & Support//Telecom Domain/Finance Domain**  **PROFILE AT A GLANCE**   * A dynamic professional with 2.3 years of experience in Telecom and Finance banking domains IT Industry and a capability to exercise initiative * Have good knowledge on Linux and AIX Operating systems and commands of Linux * Have extensive experience on **UNIX**, **SQL** * Have good knowledge on commands like **GREP**, **SED**, **FIND**, **TAR, AWK** * Have good knowledge on **SHELL SCRIPTING** * Have good knowledge on database concepts and writing **SQL Queries** * Have excellent knowledge on **joins, constraints and functions** * Have experience working on ticketing tools like REMEDY and ISMP * Have good knowledge on scheduling and monitoring jobs using CRON tab * An analytical mindset and detail-oriented person adherence to quality and timeliness of records * Have working experience in 24/7 team operations * Skillful with dedication to work independently as well as a team player to solve the end user issues with my analytical and technical skills |
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**Professional Summary**

* Currently working as Software Engineer in **SLK Software** from Dec - 18

Role: **- BT – Bureau Technic (Application Support)**

# Worked as a software Engineer in IBM India Pvt Ltd since Jun -17 to Dec - 18

Role: **- Siebel CRM Admin**

# ACADEMIA

* Completed Graduation in B. Tech from JNTU Anantapur A.P in 2016
* Completed Intermediate in Rao’s Jr college from Board of intermediate A.P in 2012
* Completed SSC in Nayab Rasool aided School from Board of Andhra in 2010

**PROJECT DETAILS**

**Project:**

Project Title : BT (Application Support with Scripting)

Skills : UNIX, SQL, SHELL SCRIPTING

Period : Dec-2018 to till date

Tools:SVN, GIT, ISMP, Putty, MYSQL and VTOM

**Description**:

**Client: Finance & Stock Exchange Domain**

Worked as application support engineer for the application ecosystem of one of the largest clearing houses that serves many of the major international exchanges as well as a range of OTC markets with over a million transaction every day. The application ecosystem consisted of 5 major applications and 20 sub-applications on Windows, Linux and OpenVMS platforms that runs round the clock for the entire year

**Roles and Responsibilities:**

* Travelled to Paris for 2 weeks as part of knowledge transition process wherein I acquired knowledge on the applications and tasks from the customer, documented them and had a shadowing and reverse shadowing
* Level 2 support on the applications which includes monitoring applications and job failures
* Performed installations and build and release/deployment activities of Linux based applications and Tomcat servers
* Have good knowledge on tools like Jenkins, SVN and Git

**Project:**

Project Title : SIEBEL CRM (Customer Relationship Management)

Skills : UNIX, SQL and SHELL SCRIPTING

Period : Jun-2017 to Dec-2018

Tools:SQL Developer, Putty, Remedy and Siebel Tools

**Description**:

**Client: Telecom Domain**

Siebel CRM is one of the ERP applications and it is developed by Oracle. Played a role of **Siebel Professional** with expert level skills in developing Client-Server Applications using Siebel CRM with Oracle SQL backend for Call Center, as well as Financial Services. Performed Siebel Administration tasks related to Siebel Gateway and Application servers, Resonate, Actuate Report server, Siebel batch components and Siebel web server. Monitor application performance, Troubleshoot application performance issues, address infrastructure or performance related trouble ticket.

**Roles and Responsibilities:**

* Having 2.3 years of work experience in Siebel Administration on Production and Worked as On-Site coordinator
* Strong Knowledge on Siebel Architecture (App Servers, Web servers, Gateway, load balancer)
* Installing and configuration of the Siebel Servers, Gateway Server, Enterprise Server and Web Servers and SWSE
* Experienced on Enabling new component groups and taking backup of Siebns.dat file
* Support tasks like import and export of SIF objects, workflows across environments, SRF Backup, siebns.dat Backup etc
* Experienced on all types of deployments on Unix machines and Web servers(Apache and Tomcat)
* Migration Activities - Repository Import/Export, DDL Sync, SRF replacement, Run the Genbscript
* Experienced on Increasing Log levels and analyzing Log files, Enabling and synchronizing the Siebel server Component Group
* Executing the Routine Admin Activities like Siebel Server startup/shutdown for general maintenance
* Resolved configuration related issues and raised SR for issues and Escalate to ORACLE and follow-up on those not resolved
* Experienced in Automation using Shell Scripting in Unix Server
* Creating and scheduling CRON on Unix Server as per requirement

# CAREER HIGHLIGHTS

* Ability to build good rapport with customers – In spite of having just 2 years of experience in the industry and a few months in the team, I was still given an opportunity to travel and work at the client location and acquire knowledge on the project which I delivered successfully
* Ability to work for long hours as per project needs and deliver results within reasonable timeframe and ensure client satisfaction
* Ability to handle multiple tasks simultaneously with equal attention as a result of which I was even given responsibilities of build and release in my previous project

# Personal Details

Name : Sudharshan Reddy

Date of Birth : 04/06 /1995  
Gender : Male

Languages Known : Telugu, Hindi and English.  
Marital Status : Single

Date: ( Sudharshan Reddy)