

SATYA PRAKASH

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SUMMARY

With over 6 years of experience in production systems support, I am an expert in troubleshooting, incident management, and ensuring performance optimization. I excel in root cause analysis and system monitoring, applying automation to boost system stability. Proficient in SQL, Oracle, and various application support tools, I am committed to minimizing downtime and maintaining the availability of critical systems.

EXPERIENCE

System Operations Engineer

Wells Fargo

08/2019 - Present Bengaluru, India

Wells Fargo is a financial services company

- Handle Functional Problem Tickets, ECR(Emergency change requests), CRs (Standard & Expedited change requests), and SCTASKs to address change requests and ensure application functionality
- Continuously monitor PAC2K and ServiceNow ticketing tool for daily requests (SCTASKs, Incidents, Problem Tickets)
- Manage system alerts from Netcool and AppDynamics, resolving issues like job failures, high CPU usage, and app downtime
- Provide quick resolutions for issues affecting sales/revenue during wholesale banking business hours, escalating as needed
- Provide support during BCP simulations and ensure quick issue resolution through ticketing systems
- Offer proactive support post-patching to ensure systems remain operational after maintenance activities
- Investigate recurring issues and collaborate with teams to implement long-term solutions
- Respond to L3/business requests for job status changes, server restarts, and file downloads after business hours
- Update Credit Bridge application scripts daily, after obtaining necessary approvals
- Resolve known defects and use predefined scripts for trade-related issues
- Perform daily health checks on application servers to ensure system stability

Application Support Engineer

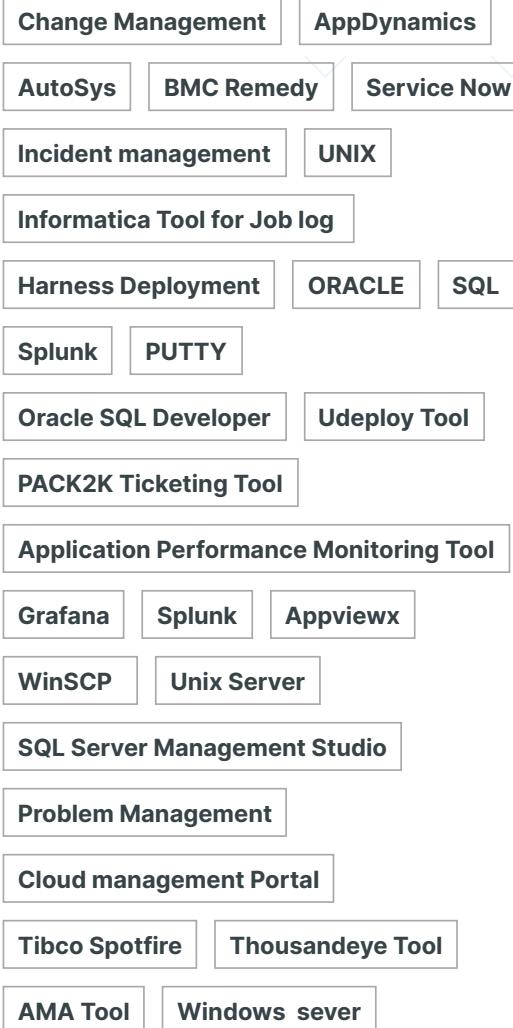
Kotak Mahindra Bank

07/2018 - 03/2019 Bengaluru, India

Kotak Mahindra Bank is a private sector bank in India

- Monitor production alerts via tools like BMC Remedy and Petrol Alert
- Perform daily health checks of the application server and validate all critical applications
- Troubleshoot and resolve production issues in real-time, escalating to Level 3 support when necessary
- Provide timely support based on issue priority to meet client SLA requirements
- Handle user queries across multiple channels (email, phone, chat, etc.)
- Ensure client-facing issues are promptly addressed, maintaining uninterrupted service
- Investigate and fix errors, documenting causes and resolutions
- Participate in change coordination, ensuring smooth releases and system updates
- Actively contribute to the preparation and maintenance of the knowledge base for common issues and resolutions
- Perform regular maintenance tasks including system health checks, database management, and script enhancements
- Provide ticket status updates to team leads and managers
- Perform weekend tasks such as releases, patching, and DR testing to ensure system stability

SKILLS



KEY ACHIEVEMENTS

Enhanced System Stability

Reduced system downtime by 30% through optimized monitoring and automation tools.

Incident Resolution Efficiency

Resolved 95% of incidents within SLA, ensuring client satisfaction and service continuity.

Improved Incident Response

Implemented process improvements, reducing incident response time by 25%.

BCP Simulation Success

Successfully supported over 100 BCP simulations, ensuring zero operational impact.

PROJECTS

Wells Fargo Support [Wholesale Banking]

08/2019 - Present

Support for wholesale banking operations at Wells Fargo

- **Role:** System operations Engineer
- Environment: Windows, Cloud, Fabric, UNIX
- Database: Oracle Sql developer (20.2), SQL server management studio 17
- Incident Management: PAC2K, Service now
- Other Tools Used: Putty, Sql developer, HPOO, APM, Triage, Appview x, IR360, Splunk, Cloud management portal, AVI Tool, Site Scope, app dynamics, Autosys, winscp, SQL Server management studio 17, Informatica 10.4.1, IBM infosphere datastage, bcp tracker, citrix, udeploy

Kotak Mahindra Application Support

07/2018 - 03/2019

Application and batch job Monitoring

- **Role** - Application Support engineer
- Client: KOTAK MAHINDRA
- Environment: Windows XP, Windows 7, UNIX, Shell Scripting
- Database: Oracle 11g SQL, PL/SQL)
- Incident Management: BMC Remedy
- Other Tools Used: Putty, Sql developer, PL/SQL developer, TIBCO, ITIL Process

LANGUAGES

English

Native



Hindi

Native



Oriya

Native



EDUCATION

BTech in Applied electronics and instrumentation

BPUT