|  |  |
| --- | --- |
| **Chittiboina Obulesu** | **Mail : vinod.yadav123777@gmail.comMOBILE : +91-9885650928** |

# Objective:

To excel in the area of Environment Support & QA process improvement within a progressive organization. Seeking an opportunity to integrate my I.T & testing skills to pursue a proactive and committed approach in achieving company goals and help me to improve myself.

# Summary:

2.7 years of total experience in the field of information technology with the emphasis on Environment Support & QA process.

# Environment Support skills:

* Worked as a Non Production Environment Support Executive under wireless scope of applications.
* Expertize in handling Oracle tools, Winscp tools, Apptitude tools studio for IFRS.

# Role & Responsibilities in Project:

* Perform daily Deployment and monitoring activities and thus maintaining the health of online applications in order to provide healthy environment to QA team.
* Promote the delivered code changes to testing environment so that QA team will start testing the functionality.
* Performed automations to reduce the daily repetitive works, handled incidents and service request raised by the QA.
* Acknowledge and troubleshoot defects identified by QA within defined SLA in the developed functionality and provide analysis and suggestion to fix issues.
* Participated in the Infra, Network and DB change activities and fix any environment related issues occurring to the applications identified at the time of validations.
* Identified fixed to complex issues by doing a thorough analysis of root cause and impact of the defect.
* Worked as offshore Service Coordinator to enhance the quality of incident management, service level agreements.
* Did the performance improvement as File Transfer Flow enablement to enhance the continuous file transfer using java scripts.
* Performed Onboarding the applications in IGNIO to check the health status, automatic log reduction and intimate the unhealthy status of the application environment with the help of tickets before the maintenance window.
* Expertise in Unix Shell Scripting; hands-on experience of Oracle Weblogic Server 12c, 11g & 10G and PLSQL concepts. Have worked to build the brand-new weblogi.

# Skill Set:

|  |  |
| --- | --- |
| **Environment Support** | NPE Analayst. |
| **Tools** | Winscp, Oracle 12C, Apptitude Studio,Soap UI, Jira. |
| **Operating Systems** | Linux, Unix |
| **Database** | Oracle. |
| **Tools** | Jira, Sevicenow. |
| **Programming Language** | C |

**Professional Experience:**

Working in Hcl Technologies, Banglore from December 2019 to till date as NPE Analyst.

# Project :

## Project Name : Rogers Communications.

**Client : Rogers, Canada.**

**Role : NPE Analayst.**

**Description :**

Worked as a Non Production Environment Support Executive under wireless scope of applications.

## Responsibilitites:

* Perform daily Deployment and monitoring activities and thus maintaining the health of online applications in order to provide healthy environment to QA team.
* Promote the delivered code changes to testing environment so that QA team will start testing the functionality.
* Performed automations to reduce the daily repetitive works, handled incidents and service request raised by the QA.
* Acknowledge and troubleshoot defects identified by QA within defined SLA in the developed functionality and provide analysis and suggestion to fix issues.
* Participated in the Infra, Network and DB change activities and fix any environment related issues occurring to the applications identified at the time of validations.
* Identified fixed to complex issues by doing a thorough analysis of root cause and impact of the defect.
* Worked as offshore Service Coordinator to enhance the quality of incident management, service level agreements.
* Did the performance improvement as File Transfer Flow enablement to enhance the continuous file transfer using java scripts.
* Performed Onboarding the applications in IGNIO to check the health status, automatic log reduction and intimate the unhealthy status of the application environment with the help of tickets before the maintenance window.

## Academic Qualification:

* Completed B.Tech in Madanapalle Institute of Technology & Scinces in 2020.

## Personal Detail:

|  |  |
| --- | --- |
| Date-Of-Birth | Nov 05th 1998 |
| Languages Known | English, Hindi, Telugu . |
| Present Address | Banglore. |

Date:

Place: Banglore **Chittiboina Obulesu.**