**Prasanth. A**

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**Professional:**

* 12+ years of IT professional processing a wide range of skills, experience in **Middleware Administration , Application Support, Service Delivery, and software development**
* Experienced in **WebSphere** server **installation**, Configuration like Clusters, Managed Servers, Node Managers, Domains, JMS server and JDBC connection pool
* Extensive Experience in **build** and **release management**, **deploying** the applications, monitored JMS Server and Connection pools for JDBC connections and Troubleshooting Middleware Server
* Co-ordinates with **Service desk, Infra TDAs, DBAs, Wintel** and **Network** teams for service issues.
* Analyze issues with the teams to find **RCA** and provide Service Incident Reports (**SIR**) to clients
* Well experienced in Application Programming with **Java/J2EE** related technologies like core Java, JDBC, JSP, Servlets, Java Beans, Struts, web services, XML
* Strong Knowledge on continuous integration and continuous delivery as part of **Devops** practice.
* Responsible for end to end **application support service delivery** andavailable **24\*7**
* Have in-depth knowledge of **SLA**, Application **Support** & **maintenance**, **incident** lifecycle
* Strong knowledge on **incident** management, **change** management, **problem** management
* Worked as Technical **Architect** for applications and Well versed with **ITIL** Foundation concepts.
* Conduct daily, weekly & monthly review meetings to ensure that **SLAs** are met
* Authorize to implement the changes in **CAB** and **eCAB** meetings
* Involved in preparing the **Disaster Recovery** (DR) document and performed in the DR tests.
* **Re-define & maintain** all process documentation, making them more users friendly and readable
* **Validate, Create & maintains** theknowledge base of **common faults /errors**
* Knowledge on **F5** **load balancers**, supports for the application testing post **certificate** installations.
* Experienced in **Double Take** Service for multiple systems and knowledge on windows clusters.

**Employment:**

* Worked with CGI information Systems, IndiaasaLead Analyst from Dec 2008 to Oct 2018
* Worked with IAP Company Pvt Ltd, Japan & IndiaasaSoftware Engineer from Feb 06 to Dec 08

**Educational:**

* Master of Computer Applications (MCA)from SKD University, Ananthapur, in 2004.

**Technical Skills:**

Application Servers : **Websphere 7/8.x** **Web logic 11G, Tomcat**

Ticketing Tools : **BMC-Remedy, One ITSM, JIRA, QA System**

IDE Tools : **eclipse, SOAP UI, TOAD, SQL Developer, Putty, WinSCP and file zilla**

Database : **Oracle**

Operating Systems : **Windows2003/2012/XP/7, ubuntu, Linux.**

Application skills : **Java, Servlets, JSP, JDBC, JMS, Web Services**

Build & Version Tools **: ANT, SVN, CVS, Jenkins, Git and Maven**

**Project Details:**

1. **International Transaction Log**

Client **:** United Nations, Germany

Duration **:** Sept 2012 to Oct 2018

Environment **:** Java/J2ee, Web services, windows 2003/2012, Oracle, Websphere, SQL Developer,

BMC Remedy/One ITSM

Responsibilities**:**

* Led the project, handled the planned changes, high priority incidents, and first point of the contact for application issues.
* Installed Websphere 8.x, created domains, clusters, admin server, managed servers, node manager, JMS server and JDBC connections
* Deploy EAR, WAR files in various environments like Prod and secondary environments
* Monitored the Websphere server status, deployments, JMS queues and Connections
* Resolved the incidents as per the priority. Analyzing the issues and finding the RCA
* Worked with DBA team to resolve permission issues, connection pool issues and etc.
* Worked with Wintel team for all OS (windows) related issues.
* Notified responsible parties via Service Desk if problems are not resolved and may have downstream impact to other interfaces systems
* Prepared SLA report, Monthly transaction report and Service Incident reports.
* Prepared the Shift/on call Rota and providing the On-Call Support on 24 \*7
* Application and scheduled jobs monitoring in application perspective.

Description:

UNFCCC is an initiative of United Nations in order to reduce the amount of carbon from atmosphere and reduce its emission at worldwide level. ITL (International Transaction Log) is central body which defines rules and maintains database for all the unit transactions happening between different countries. Countries can transfer and acquire units from other countries and also for their initiatives taken for carbon reduction. ITL monitors and approve or denies these transactions.

**2) WLMS (White Label Managed System)**

Client **:** BT-Leeds, British Telecom UK

Duration **:** Dec 2008 to Aug 2012

Environment **:** Java/J2ee, UNIX, Oracle, Web logic, Toad, BMC Remedy

Responsibilities**:**

* Led the team in resolving, tracking incidents and review them in the daily call.
* Prepared weekly, monthly reports and published them in the common DB
* Notified responsible parties via Service Desk if problems are not resolved and may have downstream impact to other interfaces systems
* Installed Weblogic 11 G, created domains, clusters, admin server, managed servers, node manager, JMS server and JDBC connections
* Deploy EAR, WAR files in various environments like Prod and secondary environments
* Monitored the Websphere server status, deployments, JMS queues and Connections
* Execute investigative and corrective actions if production problems occurs
* Communicated with DBAs, Infra teams for the issues reported to resolve.
* Attended/Conducted the daily service calls and provided the On Call Support as per Shift Rota
* Resolving the incidents as per the priority. Analyzing the issues and finding the RCA

Description**:**

The White Label Managed Services (WLMS) platform refers to the full set of systems which provide service to the Post Office, Vodafone, orange and Scottish and Southern Energy (SSE) offerings. Each customer offering uses a slightly different architecture, in order to best meet the needs of each customer, but all of them use a core set of systems.

**3) GA-FC (General Accumulative - Foreign Currency) –Onsite**

Client **:** NKSOL- Nikko Systems Solutions Limited, Japan

Duration **:** Feb 07 to Nov 08

Environment **:** Java/J2ee, IBM e-business Framework, Websphere 6.0, RAD, OSQL Edit and Oracle

Responsibilities**:**

* Developed the application code for the key modules.
* Developed the key functionality based on the new specifications.
* Performed UT and LT and Bug Fixing and Involved in WSR meetings with client.

Description**:**

It's a Mutual Fund product, which maintains all transactions of GA (General Accumulative) Foreign Currency related to Japanese Mutual Fund Sales Company. There are five major modules in GA-FC. Those are Purchase, Sell, Switching, Bulk Agreement and Enquiry & Maintenance.

**4) MMF-FC (Money Mutual Fund - Foreign Currency) – Offshore and Onsite**

Client **:** NKSOL- Nikko Systems Solutions Limited, Japan

Duration **:** Feb 06 to Jan 07

Environment **:** Java/J2ee, IBM e-business Framework, WSAD, Websphere 5.1, OSQL Edit and Oracle

Responsibilities**:**

* Developed the Key Modules of the application code.
* Performed UT and LT and Bug Fixing and Involved in WSR meetings with client.
* Maintenance and support for the bugs reported at live environment

Description:

It's a Mutual Fund product, which maintains all transactions of MMF (Daily Settlement) Foreign Currency related to Japanese Mutual Fund Sales Company. There are four major modules in MMF-FC. Those are Purchase, Sell, Switching and Enquiry & Maintenance. This system currently deals with USD, EUD, AUD, NZD and CAD Currency.