PRITHIVIRAJ B

Application Support, Monitoring, Analytical Skill

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EXPERIENCE

Concentrix Technologies, Chennai – **L1 Support Engineer**

November 2020 – Till Date

➔ Providing 24*7 application support
➔ Monitoring the Server Health - CPU, Memory, Disk space and Services
➔ By using Splunk as a monitoring tool to find and troubleshoot the failures along with error details and time intervals.
➔ Monitoring Dashboards to capture the HTTP errors across all applications during production.
➔ Good Knowledge in creating alerts, Mails and Notifications in Splunk.
➔ Daily Checklist about Server Health Performance
➔ Providing Support to the Client within the SLA Period.
➔ Escalating Issues to Appropriate Team Members
➔ Managing Job Scheduling Process using CRON
➔ Nagios, Splunk Configuration in Production Environment
➔ Send out the business impact to stake holders.
➔ Preparing SOP document for new monitoring tools

Infosys BPM Limited, Chennai — **Associate**

June 2020 –November 2020

➔ Providing 24*7 application support
➔ Monitoring the Server Health - CPU, Memory, Disk space and Services
➔ By using Splunk as a monitoring tool to find and troubleshoot the failures along with error details and time intervals.
➔ Monitoring Dashboards to capture the HTTP errors across all applications during production.
➔ Good Knowledge in creating alerts, Mails and Notifications in Splunk.
➔ Daily Checklist about Server Health Performance
➔ Providing Support to the Client within the SLA Period.

Randstad India Pvt Ltd,Chennai — **Procurement Associate**

➔ PO Creation & Material Purchasing with respect to the quantity needed and checking the availability of stock with different supplier.
➔ Configuring the material parameters to provide the solution by delivering the material according to the issue received on daily basis.
➔ Daily follow-up with supplier and delivering the material on time with needed Inco-terms.

CAREER ACTIVITIES & ACHIEVEMENTS

I got Appreciation from L2 Lead during Major Release in Synnex as Proactive Supporter.

I got rewards for outstanding performer in the team and best newcomer award in Concentrix.

LANGUAGES

Tamil

English

- → SPOC for suppliers, factory and customer. Also responsible for tracking the material and updating the status in daily basis to the client.
- → Communicating with R& D team/factory team/suppliers for further improvement in quality of delivering the material to avoid the issue in future.
- → Approaching the transport team and invoicing team for the insurance claim / responsibility acceptance.

Wipro BPO., Chennai **— Officer**

March 2015 - October 2018

- → Responsible for Inbound and Outbound Material in Wipro Logistics.
- → Ensure the Quality & Quantity of the Materials.
- → Team Handling

CLIENT HANDLED: US , UK

SKILLS

- → Basic LINUX Commands
- → Basic SQL queries
- → Basic Knowledge in Hardware
- → SAP
- → Excel
- → Analytical Skill
- → Handling multi task

EDUCATION

B.E Computer Engineering – 73.5%,

Sri Nandhanam College of Engineering & Technology, Tirupattur.

HSC 73.5%

Government Higher Secondary School, Jayapuram, Tirupattur.

SSLC – 85%

Government Higher Secondary School, Jayapuram, Tirupattur.