

## Professional Summary

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An experienced IT professional with Bachelor of Engineering, Support Analyst with 2.7 years working experience in **Production Support** and **Development**. Proven ability to identify problem, analyze possible solutions and determine best course of action to meet objectives

- Nearly 2 years 3 months of experience in **Application, Production Support** on **Monitoring, Analysis, Enhancement and Maintenance** support of the entire web based software application using Oracle (SQL, PL/SQL).
- Experience in working in **Banking Domain**.
- Responsible for writing complex **SQL queries, Views, Materialized Views, PL/SQL Stored procedures, Functions and Triggers**.
- Created **Tables, Views, Constraints, Synonyms and Sequences**.
- Effectively made use of Analytical functions, Aggregate Functions, Materialized Views, SQL\*Loader and XML operations.
- Worked extensively in Monitoring, Analysis, Troubleshooting incidents, and resolving bugs.
- Ability to work in teams and independently with minimal supervision to meet deadlines.
- Working experience in rotational shifts **24/7 Production Support**.
- Working experience in rotational shifts and **L1, L2 and Partial L3** Production support.
- Good understanding of operational processes like **Incident Management, Change Management, Problem Management, Release Management** and **Service Improvements**.
- Interacted with the business users, collected the requirements, analyze the requirements, design and recommend solutions.
- Expertise in Client-Server application development using Oracle 11g/10g, PL/SQL, SQL \*PLUS, and SQL\*LOADER.
- Worked with basic **UNIX commands**.

## Skills

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<b>Versions</b>	Oracle 10g/11g
<b>Tools</b>	Service Now, ITRS, SQL developer, SQL*plus
<b>Programming</b>	Oracle-SQL, PL/SQL, UNIX Basic Commands
<b>Operating Systems</b>	UNIX, WINDOW XP/7

## Professional Experience

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**Software Engineer**

04/2016 to Till Now

**Prodapt Solution Pvt Ltd** – Chennai

**Fifth Third Bank**

**53.com** | **HQ:** Cincinnati | **Assets:** \$142 billion

**Locations:** 1,300 branches

## Description

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- The Fifth Third Global Trade Direct secure internet portal enables clients to manage their letters of credit, documentary collections and other export activity online.
- Foreign exchange is a particular specialty.
- The bank says it has one of the largest trading desks in North America.

**Services:** Bankers' Acceptances; Documentary Collections; Letters of Credit; Pre- and Post-Export Financing

## Roles and Responsibilities

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- Worked in **L2 and Partial L3** production support as per the Incident Request, Problem and Change request raised from the end user.
- The core role was to keep the applications up **24/7** and to be in touch with administrators and users to help them and to resolve server and application related issues.
- Understanding the **Business Requirement Document** by communicating with onsite coordinator.
- Developed **Table Design Document** and **Detailed Design Document**.
- Improved management of **Incident Request** and **Change Management** for faster response to requests.
- Respond to the incidents, notify to the concerned team and process the requests from the end users to Level 3 support engineers.
- Proactively monitored Application Performance, CPU utilization, and Memory utilization and identified enhancement & development requirements using ITRS tool.
- Acknowledge the request for DB stop/start, user creation and grant specific data access to user.
- Monitor the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
- **Analysis and fixing** of the **defects/bugs** in production with high priority.
- Designed tables, views, materialized views, Constraints, Indexes, Analytical Functions, Joins, stored procedures, functions.

- Efficient in **Exception Handling** in PL/SQL.
- Developed interface for item data conversion to load items from flat file to Oracle Inventory using **SQL\* Loader**.
- Has an Extensive experience in writing **Views and Materialized views**.
- Wrote packages to fetch complex data from different tables in remote databases using **Joins, Sub Queries** and database links.
- Used Pragma Autonomous Transaction to avoid mutating problem in database trigger.
- Fine-tuned procedures/SQL queries for maximum efficiency in various databases using **Oracle Hints**, for Rule based optimization.
- Created **Indexes** on the tables for faster retrieval of the data to **enhance database performance**.

## **Educational Qualification**

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<b>Bachelor of Engineering</b> –Electronics and Communication Engineering with <b>73.9%</b> Alpha College of Engineering – Chennai	2015
<b>Higher Secondary Certificate</b> –Maths with Biology with <b>68%</b> Sri Shanthi Vijay Girls’ Higher Secondary School – Ooty	2011
<b>Secondary School Leaving Certificate</b> with <b>87%</b> Sri Shanthi Vijay Girls’ Higher Secondary School – Ooty	2009

## **Achievement**

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- Got "Employer of the Month" award in October/2017.
- Got "Raising Star" award in Feb/2018.

## **Declaration**

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I, hereby, acknowledge that all the above given information is true up to my knowledge.

**Date**

**Signature**

**(Saranya Ravi)**