

VINEETH RAMAKRISHNAN

Application Support Analyst

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CAREER SUMMARY:

1 year and 10 months experience in IT Industry.

Technical Analyst with expertise in Unix system, Oracle SQL, Putty with Analytical and Problem-Solving Skills. Production support will be utilized at the full extent.

WORK EXPERIENCE:**Employer:** YALAMANCHILI SOFTWARE EXPORTS LTD since Nov 2019**Domain:** Banking**Client:** Indian Overseas Bank project (onsite)**Role:** Application Support Analyst.**Responsibilities:**

- Issue Analysis and Defect fixing through Incident, Problem and Change Management.
- Solving day to day issues in Production such as stuck transactions, monitor and kill long running job or stuck process through putty, Upstream and Downstream file arrival/delay issues.
- Transactions monitoring (ATM, POS, ECOM & PAYMENT GATEWAY).
- Verification of the connectivity between various interfaces like NFS, VISA, FPG, MAS and ACC network.
- Support weekend patches movement and various Database activities in client applications.
- Verifying all the reports and data file submitting to the Bank.
- Testing changes and patch in UAT environment Postproduction Movement.
- Experience in UAT Environment , Manual testing.
- Quality check on Disk memory by constantly monitoring backup logs. Disk memory space are cleared and verified.
- Every 3 month DR drill activity for sync up the application and production DB data (switching over primary to DR and switch back).
- Support Dev team in Deployment Activities and application Migration or version upgrade.
- Based on the business requirements, SQLs will be generated for providing the reports to the business users.
- Shell scripts will be created and automated via cron entries on regular basis.

TECHNOLOGIES AND TOOLS:**Database:** Oracle 19c, SQL Server 2011.**Server:** Unix (IBM AIX 7.2), CAM Server, SMS OTP Server, Java Listener Server.**Other Tools/Applications:** Putty, Winscp, Boss simulator, ServiceNow.**ACADEMIC:**

- B.E - ELECTRONICS AND COMMUNICATIONS 2018
St. Joseph's Institute of Technology, Anna University, 6.7 (CGPA).
- Higher Secondary 2014
Sunbeam Matriculation Higher Secondary School, Vellore, State Board, 84%.
- SSLC 2012
Seventh Day Adventist Matriculation Higher Secondary School, Vellore, Matriculation, 80%.

ACHIEVEMENTS:

- Passed the examination conducted by SEMAS PVT. Ltd., Chennai, in Abacus.
- Passed the BEC examination conducted by Cambridge English Language Assessment.
- Presented a paper on "*WATER QUALITY MONITORING SYSTEM*" conducted at Bharath University in the year 2018.
- Passed the examination of "Oracle Cloud Infrastructure 2019 Certified Architect Professional" in Jul-2020 with 72%.

DECLARATION:

I Vineeth hereby declare that all the above information furnished by me is true to the best of my knowledge and belief.

(VINEETH Ramakrishnan)