

## KARTHICK.M

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### Summary

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- ❖ Over 7+ years of experience in various phases of Software Development life cycle, including Design, Development and Testing using Oracle Technologies and Data Warehousing.
- ❖ Strong technical expertise on databases **Oracle (11g/12c/10g/9i/8i)** on both Windows NT / UNIX environments. Also proficient in taking advantage of both **Visual Basic** and **Unix Shell scripts**.
- ❖ Proficient in translating business requirements into logical, physical data models and ER Diagrams.
- ❖ Expertise in **SQL, PL/SQL** development and adequate knowledge on Oracle Forms (6i, 10g), Reports (6i, 10g), Oracle Database Administration.
- ❖ Expert level skills in Oracle Development (**SQL scripts, Functions, Stored procedures, Cursors, Triggers and Packages, Advanced PL/SQL objects, Bulk collections**, etc.)
- ❖ Extensively used the utilities like **TOAD (9.6.1/9.1/8.5/7.4)**, SQL Developer, SQL Navigator (5.5/5.4), **SQL\*Plus**.
- ❖ Experienced in working with **SQL\*Loader**, External Tables, Import, Export to extract and load large volumes of data.
- ❖ Hands on experience with **Start team Borland – source control, versioning and change tracking** version control tool.
- ❖ Experienced in **Extraction Transformation and Loading (ETL)** processes.
- ❖ Extensively involved in **Performance tuning** in Oracle using **Explain plan, SQL Trace**.
- ❖ Worked on Production Support, attending production calls, troubleshooting the application and resolving bugs.
- ❖ Excellent analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels.
- ❖ Ability to work in teams and independently with minimal supervision to meet deadlines.
- ❖ Strong management, administrative and leadership skills to work in team.

### Roles and Responsibility

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- ❖ Being a team player of **Online Insurance** project, I have been handling a team of 11 across Onshore and Offshore managing knowledge transition from the client.
- ❖ Includes management of **client websites** and **Online Banking Applications**.
- ❖ Co-ordination with various third party vendors during business impacting changes and deployments.
- ❖ Attending calls with the Business and Offshore team on daily basis for Requirement clarifications and delivery Issues.
- ❖ Identifying risks proactively and proposing solutions to resolve them.
- ❖ Sending Weekly status reports to Onsite and Offshore leads.
- ❖ Developed several custom Forms to interact with data tables and schema.
- ❖ Created **SQL scripts** and written **Procedures** using **PL/SQL** to load data from flat files into new tables (using both UTL and SQL Loader – for different cases).
- ❖ **Explain Plan** was used for checking the performance of queries.
- ❖ Modified and updated existing custom forms to adapt to new database schema.
- ❖ Modified Reports to suit client requirements.
- ❖ Involved in creation and updates of several **SQL packages and Procedures**.
- ❖ Created SQL scripts for conversion of legacy data (including validations) and then load it into the tables.
- ❖ Used **UNIX shell scripts** to automate and systemize the load process at nightly cycles.
- ❖ Developed several **reports** that help track down an order.

## Skills

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<b>Languages</b>	Java, Java Script, SQL, Oracle.
<b>Databases</b>	Microsoft SQL SERVER 2005 & 2008 R2, MYSQL 5.1, RDBMS.
<b>Tool Used</b>	Oracle (11g/10g/12c), Toad, SQL Developer, SQL* plus, SQL* loader.
<b>Operating System</b>	Windows 7, 8,9,10 & Linux.

## Experience

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### **VERSUCHE TECHONLOGIES PVT LTD, VELACHERRY, CHENNAI, TAMILNADU.**

Software Support Engineer (July 2019 - Present)

### **FA SOFTWARE SERVICES, ROYAPETTAH, CHENNAI, TAMILNADU.**

Software Support Engineer (Oct 2017 – June 2019)

### **CIAR SOFTWARE SOLUTIONS, ASHOK NAGAR, CHENNAI, TAMILNADU.**

Software Support Engineer (July 2016 - Oct 2017)

### **TAG INFO SOLUTIONS INDIA PVT LTD., CHIDAMBARAM-CUDDALORE- TAMIL NADU.**

Software Support Engineer (December 2012 – January 2016)

## Education

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- ❖ B.E. in Information Technology (2006 – 2010) from Annamalai University CHIDAMBARAM, TAMILNADU, INDIA with FIRST CLASS.

## Projects # 1

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**PROJECT TITLE:** EMBLEM HEALTH CARE

**ROLE:** PRODUCTION SUPPORT

**YEAR:** JUNE'2019 TO PRESENT

**DESCRIPTION :** Actual Prepare invoice preparation for customer for every month, they provide high-quality, affordable health plans are designed for every member. They provide plane for parent, a teacher, a retiree, or a government worker, they'll help to everyone to find a plan that fits end users, family, and business.

**RESPONSIBILITIES:** Extensively involved in Production support like daily load monitoring and preventive maintenance of the load failures. Analyzing business specification documents. Active interaction with client and team members, team lead in review meeting to evaluate the progress and performance of the application. Involving in submitting the ticket status (Open/Close) report. Maintaining work history for all the tickets until it's a close down.

## Projects # 2

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**PROJECT TITLE:** BUDGET TRACK APPLICATION

**ROLE:** PRODUCTION SUPPORT

**YEAR:** JULY'2018 TO JUNE'2019

**DESCRIPTION :** This Project maintained to Track the Budget and analyze the limit of the Budget. This Project involving in financial communication between organization and clients. Higher authority should give approval for the payment transaction to the corresponding clients. Following Role for approve the Budget, Executive, Project Manager, Budget Manager, IT Manager, IT Head and Financial Manager.

**RESPONSIBILITIES:** Ensure application SLA's are met for all ETL batch streams. Monitoring the batch job and logging the issues. Troubleshooting the production failures. Analysis of data on day to day basis to ensure the quality after completion of batch jobs. Analysis of issue created by business user related to quality of data. Production releases activities in monthly basis.

### Projects # 3

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**PROJECT TITLE:** THIRD PARTY CAIM

**ROLE:** PRODUCTION SUPPORT

**YEAR:** OCT'2017 TO JUNE2018

**DESCRIPTION :** This Project is maintained for Third-party insurance is an insurance policy purchased for protection against the claims of another. One of the most common types is third-party insurance is automobile insurance. Third-party offers coverage against claims of damages and losses incurred by a driver who is not the insured, the principal, and is therefore not covered under the insurance policy. The driver who caused damages is the third party.

**RESPONSIBILITIES:** Coordinate with third party vendors for issue request related to input file, change in schedule of batch job, ad-hoc request. Impact analysis of issues enhancement. Attended weekly status meeting with client for discussing high priority issues, reason of failure and solution provided. Implement service improvement (SIP) plans in project. Production releases activities in monthly basis.

### Projects # 4

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**PROJECT TITLE:** RESTAURANT APPLICATION

**ROLE:** PRODUCTION SUPPORT

**YEAR:** JULY'2016 TO OCT'2017

**DESCRIPTION :** This Project maintained to manage More than 50 Shops with One Main Shop to track their inventory details, we combine all shop Stock details inventory (Provision, Meat, Stationary item etc.,) then each shop has multiple cash counter to sales and account part. Multi User Real-time Processing Data compatible with this application.

**RESPONSIBILITIES:** Deployment, Configuration, Installation, Reviewing of packages. Product details explaining KT to client members. Incident single point of contact, attending operation call and catering to service request. Interact with L3 and service owners offshore and onsite. Preparing weekly status report. Providing call support on business premium services. Environment maintenance activities like load balancer testing and log file compression.

### Projects # 5

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**PROJECT TITLE:** BANKERS

**ROLE:** SUPPORT ENGINEER

**YEAR:** JAN'2014 TO JAN'2016

**DESCRIPTION :** This Project maintained manage clients needed integrated features are Customer Details, Loan Pledge, Loan release, Loan renewal, all types Notice generated, Yearly report for financial year, Daybook for Different License, Audit Cashbook, SMS generate for unpledged Loan.

### Projects # 6

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**PROJECT TITLE:** DAYBOOK - ACCOUNTS

**ROLE:** SUPPORT ENGINEER

**YEAR:** DEC'2012 TO JAN'2014

**DESCRIPTION :** This Project maintained to manage according to client needs it has integrated futures of Day Book Cash flow, Purchase Details, Inventory Management, Sales Billing, Accounts, Purchase order, Sales Orders, Cash Management, Profit & loss statement, Customer Data Management, Supplier Data Management and instant Statements.

### Declaration

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I hereby declare that the information above-furnished details are true and correct to the best of my knowledge.

Place: Chennai

Yours Sincerely

(KARTHICK.M)