Ravi Varma

Mail id : ravivarma7535@gmail.com   **Ph. No** : +91-9550750962

Career Objective:

To work in challenging environment that gives me a chance to polish my Technical and interpersonal skills to achieve the organizational goals this in turn fetch me a successful career.

Profile Summary:

- Having 3.6 years of IT experience as L2 production support engineer.
- Implementation of Documents according to the client requirement.
- Good experience in **UNIX, SQL, PL/SQL, SHELL SCRIPTING**
- Proficient in **Oracle 10g and 11g**
- Good exposure in **AWK**, **SED** and **Crontab** concepts.
- Having strong knowledge on writing complex SQL queries using **Joins, Sub Queries** and correlated sub Queries.
- Having knowledge on ITIL (Information Technology and Infrastructure Library) Process.
- Working in 24/7 support environment and solving issues as per SLA.
- Analytically strong and have ability to understand business scenarios and contribute to the organization's success.

Work Experience:

- Working as Production Support Engineer in TCS Bangalore 2017 – Till date

Educational Qualification:

- B-Tech (Cse)-2012 from JNTUA.

Technical Skills:

Operating System	Window 7, UNIX, Red-hat Linux, SUSE Linux.
External Tools	SQL Developer, SQL Plus and Putty
RDBMS	Oracle 9i/10g/11g and SQL Server
Languages	Shell Scripting

Project Summary

```
Project name    : BASF Basel II Application.
Client          : Barclays.
Environment     : UNIX, Oracle, Shell Script.
Role            : Production Support Engineer.
Duration        : Sep- 2017 to Till Date.
```

Description:

The Barclays Asset and Sales Finance (BA&SF) Risk Data Store (RDS) project aims to provide a strategic data hosting Platform together with appropriate strategic analytic and reporting tooling to meet internal and regulatory obligations. In particular, the obligation to meet Basel II advanced IRB (Internal Ratings-Based Approach). In the past in BASF, technical solutions to business propositions have often been delivered and serviced locally. With the increased alignment of BASF within the wider Commercial Bank and the existence of robust, best of breed, industry standard solutions for data warehousing, analytics and reporting, the opportunity will be taken to deliver the BA&SF solution within the existing group framework, reusing standard components and service models where possible.

Roles and Responsibilities:

➢ Maintained existing applications and provided 24/7 support to the application.
➢ My role is L2 production support.
➢ We need to resolve the issue based on SLA.
➢ Monitoring the Internal tracker for new issues.
➢ Resolving the customer issue according to the customer requirement.
➢ Scheduling the jobs by using Crontab command.
➢ Providing the deployment support as well as migration support.
➢ Forwarding the L3 team if any bug is accrued (If any change or more analysis required).
➢ Customizing the task according to customer requirement.
➢ Automating the tasks by using shell scripts.
➢ Creating the SQL queries as per the client requirement.
➢ Interacting with onsite calls or L1& L2 team for better understanding the issue.