Harishkumar Reddy

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Professional Summary

- Having 3.1 years of experience in **Production Support** and **Application Support.**
- Having good experience in **LINUX/UNIX, Oracle (SQL, PL/SQL), and Shell Scripting.**
- Hands on experience in writing database **SQL** queries.
- Strong problem solving skills and ability to analyze technically.
- Having adequate knowledge in **Dynatrace Synthetic, Alert site** and **Zenoss**.
- Having good experience on scheduling jobs using **Crontab** Scheduler.
- Worked extensively on **Incident, Problem, Change and Release Management**.
- Good at human relations and ability to work in and with a team.
- Interacting with clients through call or mail.
- We involve 24/7 support and on call support.
- Flexibility and adaptability in regards with new Technologies and Environments.
- A highly motivated, energetic individual and a team player with good communication analytical and interpersonal skills.

Educational Qualifications

- **B.Com(computer applications**) from S.V University.

Organization

- Working as a software Engineer in **KPIT** Jun'2019 to Till date

Technical Skills

Operating Systems	:	UNIX/ LINUX, Solaris, Windows
RDBMS	:	SQL, Oracle 10g/11g
Languages	:	Shell Scripting, SQL/PLSQL.
Tools & Utilities	:	Dynatrace, Alert Site and Zenoss, Rundeck, Kibana, Service Desk plus, Toad 11g, ApacheTomcat-7
Domain Knowledge	:	Telecom

Work Experience:

Project :

Project Title	:	**Broadband Network Management System-Southeast Region (BBNMS-SE)**
Role	:	**Production Support Engineer**
Project duration	:	**Dec 2019 to till date.**
Organization	:	**KPIT**
Environment	:	**UNIX/LINUX / ORACLE, SQL, Toad.**

Description:

BT Group is also one of the largest communication companies in the world, with over a third of its revenue now coming from its Global Services division. BT Group plc (formerly British Telecommunications plc, abbreviated to British Telecom, and still occasionally referred to as such) is the privatized former state telecommunications operator in the United Kingdom. It is the dominant fixed line telecommunications and broadband Internet provider in the UK, and also operates in more than 170 countries around the world. Provides telecommunication services, including long-distance and international calls. Also manages private networks and supplies mobile communication services. British Telecommunications unique expertise is focused on:

1) BT Broad Band
2) Home and Business Network IT services
3) BT Mobile Phones ,TV

Roles & Responsibilities:

1. L2 production support Engineer.
2. Resolving the tickets based on **SLA**.
3. Providing the **Deployment** support.
4. Monitoring the applications and jobs.
5. Create monitors in **Zenoss**.
6. Providing the support during the **patching** activity.
7. Creating SQL queries according to customer requirement.
8. Preparing monthly reports from **Dynatrace** and sending the clients.
9. Preparing weekly change reports in Service desk and sending the management.
10. Creating the health check reports and sending the users every 4 hours.
11. Involving Outage calls on business requirements.
12. Involving **C2W** (Call to Work) Calls on critical production issues.
11. Resolving the customer issue according to the customer requirement.
12. Scheduling the jobs by using **Crontab** command.
13. Interacting with onsite calls or L1 team for better understanding the issue.
14. Priority/job class management and Provide overrides & Restarting jobs.
15. Provides **24x7** support in batch monitoring based on shift to avoid any significant batch problems.
16. Analyze Problems & escalate to appropriate Levels.
17. Updating all the team members regarding new changes in the applications.
18. Attending the offshore/onshore status meetings here we need to update the issue which we have face in the week.