

S.PRAVINKUMAR

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PROFESSIONAL SUMMARY

- An experienced IT Software professional in Production Support for about 6.4 years with hands-on knowledge in Oracle 12c, SQL and Unix.
- Worked 24*7 rotational shift as L1/L2 level support for ITIL process like Incident management, Problem management and Change management.
- Knowledge in database concepts and writing SQL queries for updating and retrieving data on a database using Oracle database management system.
- Skilled in handling database objects such as tables, views and indexes.
- Proficient in using joins, functions like analytical, general, group, single row function and control statements.
- Skill full in utilizing Unix command like awk, grep, sed, vi, find, top, etc.
- Efficient in writing Unix shell scripts comprises of loop, statement, condition, function and array.

WORK EXPERIENCE

- **Tech-Mahindra** ,Bangalore from Oct2024 to Jan2025
- **BRILLIO TECHNOLOGIES**, Chennai from Sep2021 to 03Sep2024.
- **INSPACE TECHNOLOGIES**, Chennai from June 2018–June2020,March 2021- Aug 2021.
- **HCL INFOSYSTEMS LTD**, Bengaluru from Feb2015 -March2016

SKILLS

Database : Oracle 12c

Language : SQL / Unix Shell Scripting

Tools : SQL Developer, Putty, ServiceNow, Geneos, WinSCP

Job Schedulers : AutoSys, Crontab

Operating System : Unix, Windows.

PROJECT EXPERIENCE

Project 1:

Clients: ANB Investment Banking, Mushait, Saudi Arabia.

Domain: Banking.

Environment: Oracle 12c, Linux.

Roles And Responsibility:

- Worked on the database tasks with Oracle SQL Developer tool.
- Writing SQL queries for updating and retrieving TCP, LE and SSI information on a database based on the request from upstream and downstream users.
- Involved in handover activity to the next shift person.
- Configuring into Unix server with using Putty configuration tool.
- File manipulation, program execution and printing text using Unix Shell Scripting.
- Managing users, roles and privileges using Unix commands.
- Handling Incident management tickets and providing timely resolution within SLA.
- Experienced in Job scheduling, monitoring, and reporting with AutoSys.
- Transferring secure file between local and remote computer with WinSCP tool.

Project 2

Clients: Verizon.

Domain: Telecom.

Environment: Oracle 12c, Windows.

- Solve the severity Incidents related to production data without adhering the SLA .
- Handling the escalation over chat/mail/call.
- Monitoring production orders in monitoring application and make the order progression immediate basis before it affect the customer revenue.
- Working with development team for the issue cause due to code break.
- Do deep drive analysis to fix broken network design without causing any outage.
- Handling the data correction through SQL script.
- Doing release support by checking the application functionality after code deployment .
- Supporting weekend migration activity
- Finding RCA for repeated issues and report top hitter issue to dev team for permanent fix
- Preparing weekly and monthly reports to track the behavior of production application running in enterprise level and necessary action needed for reduction plan.
- Tools : Supporting NTLS, ICON and WFM
- Doing enhancement in the existing functionality as per business requirements
- Maintaining backup of all important configurations file & prepare RCA documentation
- Handling and minimizing the client escalations by giving proper resolution in short time the procedure followed by senior resource for fixing the issue.

Key Strength

- Have great motivation to learn new skills/technologies, problem-solving skills, fast-learner, hard-worker
- Sharing Knowledge & giving support to make others grow
- Flexibility and Adaptability

Declaration

I do here by confirm that the information given in this form is true to do the best of my knowledge and belief.

Date: 16.06.2025

Place : Chennai

Pravinkumar S

Signature