MEDUKURTHI VEERANJANEYULU

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CARRIER OBJECTIVE:

To secure a position where I can efficiently contribute my skills and abilities for the growth of the organization and build my professional career.

PROFESSIONAL SUMMARY

- ❖ Having **1+** Years of IT experience in **Production support Engineer**.
- ❖ Good at human relations and ability to work in and with a team.
- ❖ Good knowledge in **UNIX, and oracle.**
- ❖ Adequate good knowledge in **SQL.**
- ❖ Hands on experience in writing database queries.
- ❖ Good exposure on **VI Editor**, **AWK** and **SED** concepts.
- ❖ Good knowledge on scheduling jobs using **Crontab** scheduler.
- ❖ Good Team Member, positive attitude and Self-motivated, quick Learner.
- ❖ A good team player focused towards completing the tasks well before the deadline.
- ❖ Having good knowledge in **ITIL (Information Technology & Infrastructure Library**) Process.
- ❖ Good understanding on Incident Management/Problem Management
- ❖ Has ability to learn new software tool in a short span of time.
- ❖ Strong written and verbal communication skills.
- ❖ Having good knowledge in **Crontab** and **AutoSys** scheduler.
- ❖ Scheduling the jobs by using **Crontab** command.
- ❖ Worked extensively on Incident, Problem, Change and Release Management.
- ❖ Having sufficient workflow knowledge in **ITIL**(Information Technology Infrastructure Library)
- ❖ Having good knowledge in **BMC Remedy** ticketing tool.

EDUCATIONAL QUALIFICATION:

Course	Name of School/College	Board/University	Percentage	Year of Passing
BTech (CSE)	Sree Rama Engineering College Tirupati	JNTUA	65%	2020
Intermediate	PYLR Jr College	Board of Intermediate	70%	2016
S.S.C	V R high school	Board of Secondary Education	83%	2014

TECHNICAL SKILLS

Languages	Shell Scripting
Tools	SQL developer, Autosys Win SCP and Remedy ticketing tool
RDBMS	SQL,PLSQL
Operating Systems	Unix, Windows XP, Red-hat Linux, Sun Solaris and Linux

WORK EXPERIENCE

➢ **Currently working in IBM India Pvt Ltd from Sep 2020 to till date**

Porject:

Project	E-ComCat
Client	IKEA
Environment	UNIX, Shell Script, Oracle, PLSQL
Role	Production Support Engineer
Team Size	09

Description: Catalog management includes data sourcing, customization and publishing. The first stage is the data sourcing. Here all the information needed for catalog management is aggregated. Various sources provide the data required. These sources are Eclipse, GPSY, PATSY. These sources contain product, pricing, purchasing, order management and all other necessary information. Next section is the customization section. Here is where ecomcat is into action. It contains its own worldwide database called WW ECOMCAT PIT DATABASE. The ECOMCAT catalog engine which is present works with this database to provide the required customization. The final stage is publishing. In this stage the ECOMCAT engine outputs the catalogs into third party tools such as E-Prime, E-Procurement and traditional Non E-customers.

Roles and responsibilities:

➢ My role is L1/L2 Production Support Engineer.
➢ Providing deployment and migration support.
➢ Working as a incident dispatcher role to handle the issues effectively.
➢ Fetched all files coming from switch server and forwarder to the next level team.
➢ Analyze and Resolve field issues maintained on Dimension.
➢ Provided deployment Support as well as migration Support.
➢ Password xls management.
➢ Forwarded to Next level team if fix is required.
➢ Verify the accuracy of data after loading into database.
➢ Have a good Experience in preparing daily Reports, weekly Profile Reconciliation Report.
➢ Writing **SQL** queries to fetch the data from DB tables.
➢ Actively participated as a char person in Incident calls, Problem management calls
➢ Worked on both R4 and R12 environments in **Autosys** .
➢ Ability to work in a team environment with colleagues, clients, third parties and the management
➢ Have a good Experience in preparing daily Reports, weekly Profile Reconciliation Report.
➢ Writing SQL queries to fetch the data from DB tables.
➢ Performing the monthly, weekly activities and validating the data using the existed report
➢ monitoring ticketing tool frequently and assigning incident to team .Interacting with onsite clients.
➢ Monitoring the production server and providing support to client on 24*7 ENV.