Amiya Prasad Mishra

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Professional Summary:

- ✓ Working as an **Associate Software Engineer** at Accenture, Bangalore from Sep-2020 to Present.
- ✓ A competent leader with **1 years of experience** in **L1 Production Support** using Oracle (**SQL, PL/SQL**) and **UNIX**.
- ✓ Good Knowledge in coding ORACLE **SQL.**
- ✓ Good working experience using SQL Join, Sub-Query and Function.
- ✓ Resolving the issues before the specified time frame.
- ✓ Exposure of **UNIX, Oracle (SQL)**.
- ✓ Exposure to **ITIL**.
- ✓ Strong knowledge about **INCIDENT MANAGEMENT, CHANGE MANAGEMENT**.
- ✓ Ability to interact with client and have knowledge on **ESCALATION MATRIX**.
- ✓ Strong Knowledge on domains like I**nsurance**.
- ✓ Quick Decision-making skills for problem identification and solution recommendation.
- ✓ Excellent communication skill & presentation skill.
- ✓ Good problem-solving skills and thoroughness and detail orientation.

Academic Credentials:

- ✓ A Qualified **B-Tech** from **TRIDENT ACADEMY OF TECHNOLOGY, ODISHA.**

Professional Experience:

- ✓ Working as an Associate Software engineer **in Bangalore** from **SEPTEMBER 2020 to till now**.
- ✓ Having around **1 years** of IT Experience in **Production Support L1 & Maintenance using Oracle & UNIX.**
- ✓ Technical Knowledge - **UNIX, SQL, PL/SQL**

Technical Skills:

Operating System	: **UNIX (Linux), Windows.**
Database	: **Oracle12c**
Ticketing Tool	: **SERVICE NOW**
Other Tools	: **WinSCP, Putty, Toad, SFTP**

PROJECT

Project Name   : MARKEL
Role   : L1 Production Support Engineer
Technology   : ORACLE (SQL, PL/SQL), UNIX.
Team Size   : 12
Duration   : 09-SEP-2020 To till Date

Project detail:

- My team's objective is to provide support for smooth run of all the 9 applications (ICON, CCON, RECON, PRIMIS, ISIS, UK CLAIMS, REPRIM, PARAGON PROPERTY, PARAGON MOTORCYCLE). As I am Member of Monitoring team, I am responsible to monitor the performance of all the 9 applications and co-ordinate with all the application team to develop Automate workflows for all the manual tasks through Automate tool.

Roles and Responsibilities:

- Responsible for providing the support in L1 level depending on the priority of the issues to meet client's SLA.
- Daily jobs include monitoring the application, data flow, solving daily issues.
- Providing support during crucial Month End Financial Close and SMW activity.
- Hosting the bridge call during P1, P2 issues.
- Monitoring Daily, Weekly, Month end batch processing.
- Regularly attend & resolve the issue those are faced by client during the production coming through emails or alarms.
- Sharing Daily/Monthly Report to clients.
- Responsible to discuss with client and generate new Automation ideas for current running manual jobs.
- Updating the existing Business Process Automation workflows as per the Client's requirement.
- Performing daily checklists.
- Responsible for data clean up in accordance with the business rules.
- Coordination with different stakeholders for resolution of issues at all levels.
- Use of Service Now Incident management system/Change Management system.
- Participate in internal meetings to discuss the status of the application.
-   Monitor the event alerts and notify to the concerned team and process the requests from the end users to level 2 and level 3 support engineers.
-   Monitor the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
- Monitor the Oracle Alert logs files, transaction logs and backup logs.
- Monitor the database related activities, respond calls from the Application support and developments teams.
- Monitor the backups, recovery errors, respond to the request regarding the restoration of the DB.

- Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning
- Acknowledge the request for DB stop/start, user creation and grant specific data access to user
- Basic help desk resolution and service desk delivery.
- Support for basic customer issues such as solving usage problems and fulfilling service desk requests that need IT involvement.
- Act as a single point of contact for phone calls and emails from US/European user regarding IT issues and queries.
- Respond to customer requests via phone and e-mail in a timely and accurate manner.
- Provide end to end support for Servers/network, applications and operating system, handheld devices (Active Sync).
- Analyse, Diagnose and Resolve Windows Server OS / Network, administration, application related issues of end user.
- Handle end to end ticket flow on Genesis, Service Now, ITSM tool.
- Escalate complex issues to appropriate teams for resolutions.
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner.

Personal Details:

Father Name	: Panchanan Mishra
Marital Status	: Single
Gender	: Male
Nationality	: Indian
Language Known	: English, Hindi, Odia.