RISHWANTH RV

MES L2 SUPPORT ENGINEER |APPLICATION SUPPORT ENGINEER

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PROFESSIONAL SUMMARY

I'M MES Application support Engineer with **3.9+ years of L1/L2 support experience** supporting, validating, and optimizing MES applications in **24x7 high-volume manufacturing environments**. Strong expertise in **MES operations, UAT execution, incident and problem management, system integration, production readiness, and root cause analysis (RCA)**. Hands-on experience in **MES–ERP integrations, SQL-based troubleshooting, deployments, cutover, and hypercare**, with proven cross-functional collaboration across **Manufacturing, Engineering, Quality, IT teams** to ensure **stable and efficient manufacturing execution**.

PROFESSIONAL EXPERIENCE

Application Support Engineer– MES & ERP (L2 Support)
Vega Intellisoft – Client: Saint-Gobain India, Chennai   Oct 2021 – Jun 2025

- Assisted with **configuration, deployment, testing, and ongoing support of MES (LAMA)** across production environments.
- Supported **day-to-day operations of MES** and interconnected manufacturing systems in a **24x7 production environment**, ensuring high availability and system stability
- Provided L1/**L2 application support** for MES and ERP systems, resolving incidents with minimal production impact.
- Collaborated with **Operations, Quality, Engineering, and IT teams** to resolve manufacturing and application-related issues.
- Created **UAT test scenarios, test cases, and validation documents** aligned with manufacturing workflows and production use cases.
- **Supported over 3000+ users**, providing **Tier 2/3 technical assistance, training**, and guidance to engineers, operators, and supervisors.
- **Troubleshot SQL database performance issues**, optimizing queries and reducing system **lag by 30%.**
- Conducted root cause analysis (RCA) for recurring technical issues, implementing permanent fixes that reduced escalations by 40%.
- Identified and corrected **master data issues in SAP (materials, BOMs, routing),** ensuring data accuracy.
- Supported **manufacturing system projects**, including deployment readiness, documentation, and post-go-live stabilization.
- Supported **MES configuration modifications**, patch deployments, and upgrade cycles across production environments
- Performed **root cause analysis (RCA)** for recurring MES issues, reducing escalations by **40%**.
- Supported **MES–ERP integrations** (SAP PP/MM/QM), troubleshooting master data, BOMs, routings, and transaction failures.
- Supported **MES configuration changes, patches, upgrades, and system enhancements**, including testing, cutover, and **hyper care support**.
- Managed **process data, equipment status, and material data** for reporting and operational analysis.
- Created and maintained **SOPs, test cases, validation documents**, ensuring **cGMP and quality compliance**.
- Supported **patch deployments, upgrades, system health checks**, and ensured **99.9% uptime**.
- Delivered **user and L1 training** and supported audits to ensure data accuracy and compliance.
- Supported **application-related projects (MES/ERP)** including planning assistance, documentation, milestone tracking, and **post-implementation (hypercare) support**.
- Tracked **project** supported **dashboards (Power BI)** for management visibility.
- Automated routine support tasks using **SQL scripts**, reducing manual effort by **20+ hours/month**.

TECHNICAL SKILLS

MES: LAMA MES, MES Monitoring, MES Configuration
Databases: SQL, PostgreSQL
ERP: SAP PP, MM, QM
Tools: ServiceNow, Jira, Power BI
Other: Incident & Problem Management

- Root Cause Analysis (RCA)
- SQL Queries, Troubleshooting
- MES–ERP Integrations
- Technical Documentation & Knowledge Base
- L1 Team Training & Support
- Cross-functional Collaboration (IT, Production, Engineering)

CERTIFICATIONS

- SQL – Data Analytics
- Power BI – Data Analytics & Visualization
- Advanced MS Office
- Automated Software Testing with Playwright

EDUCATION

Master's Degree – MCA(2020 Batch)
Bachelor's Degree – BCA (2018 Batch)

STRENGTHS

- Strong analytical and troubleshooting ability
- Fast learning curve with MES platforms
- Effective communication and documentation skills
- Proven ability to collaborate across IT, engineering, and production teams

PERSONAL DETAILS

Date of Birth: 22–07–1998
Languages: English, Tamil
Location: Chennai.