

## **Jyoti .A.Hipparagi**

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### **Objective**

- ❖ Having over 1+ years of experience in Development and Design in the area of Database Support Using SQL. Involved in Various all Phase of Product Support such as configuration, deployment, Monitoring and support.

### **Skills**

- ❖ Technical Skills: SQL
- ❖ Operating System: Windows
- ❖ Problem Solving , debugging , Trouble Shooting
- ❖ Databases , MS SQL SERVER,ORACLE
- ❖ Ticketing Tool, Jira
- ❖ logging and monitoring : kibana tool

### **Production/Technical Support**

- ❖ Worked on Production Support, attending production calls, troubleshooting the application and resolving bugs.
- ❖ Product / System Support Engineer with proven track of solving product related issues, debugging and monitoring and reactive tracking, log and respond to support tickets.
- ❖ Excellent problem solving, analytical, communication and technical skills, with ability to interact with individuals at all levels.
- ❖ Checking kibana logs for investigation of pos issues.
- ❖ Monitoring GOAlerts for critical incidents/issues
- ❖ Ability to work in teams and independently with minimal supervision to meet deadlines. Strong management, administrative and leadership skills to work in team.
- ❖ Multiple products and sub-products, services and platforms to support
- ❖ Being at a start-up where everyone knows almost everyone, interacting with each professionally and personally played a major role in the getting the work done
- ❖ Ability to work in teams and independently with minimal supervision to meet deadlines.Strong management, administrative and leadership skills to work in team.
- ❖ Primary point of contact for ticket resolutions, data transfer jobs, and morning system availability testing.
- ❖ Manage Incidents and Problems – Triaging, logging, prioritizing, tracking, communicating and resolving, from beginning to end, the resolution of all incoming support requests.
- ❖ Managing ticketed query system and ensuring comprehensive database of queries and resolutions are kept up to date.

### **Work Experience:**

- ❖ Working as Software Engineer for “**EFFICIENT GLOBETECH SOLUTION PVT LTD.**” from NOVEMBER 2023 to Present.

## **SOL/Database**

- ❖ Good in all types of SQL commands like **DDL, DML and TCL**.
- ❖ Experience in developing SQL scripts to validate the databases tables and reports data for backend database testing.
- ❖ Experience in using Defect Tracking Tool like **JIRA**
- ❖ Particle knowledge use of **Sets, Date and Aggregate functions**.
- ❖ **Joins, Sub-Quires and Co-related Sub-Quires**.
- ❖ Hands on experience in writing SQL window / Analytical functions
- ❖ Good understanding of **Database concepts, Anomalies and Denormalization/Normalization** process.
- ❖ Hands on experience in writing SQL window/Analytical functions.
- ❖ Data Analysis and Investigation using SQL **Select, Aggregate , group** by features
- ❖ Data fix such missing values, outliers, using **UPDATE, MERGE** commands.
- ❖ Writing complex reports using Various Joins and transformation logic
- ❖ Able to Manage Unix Environment
- ❖ Good understanding of **DWH concepts**.

## **Education Details:**

- ❖ BE 6.68 CGPA from MS Engineering College (Vishveshwaraya Technological University), Bangalore
- ❖ PUC 57.84% From KCP SCIENCE (Pre university board), Bijapur Karnataka.
- ❖ SSLC 71.84% from SSHMS SCHOOL (Karnataka Secondary Education Board), Bijapur.

## **PROJECTS:**

- ❖ **Project Details: Hospital Data Investigation**

Client : Siemens  
Role : Product Support Engineer.  
Skills : SQL  
Duration : Jan 2023 – Present  
logging and monitoring : kibana tool

### **Description:**

- ❖ Soarian MedSuite, helps hospitals to provide better patient care and drive clinical excellence by effectively integrating various processes. Its offers healthcare organizations an integrated HIS (Hospital Information System) that helps users manage administrative, clinical and financial processes. The solution supports complex work processes involved with acute and ambulatory treatments and provides closer ties to specialized units and physicians. Checking kibana logs for investigation of pos issues.

## **Roles and Responsibilities**

- ❖ Customer Ticket analysis giving resolution with defined SLA.
- ❖ Data Cleanse & Uplift Using SQL.
- ❖ Ticket Analysis and data Fix.
- ❖ Initial data load and data Uplifting
- ❖ Providing quick backend support for work arounds.
- ❖ Responsible for the dealing with the problems, bug fixing and troubleshooting.
- ❖ Working closely with testing team in preparing test data for them.
- ❖ Communicate with clients to baseline the requirements and impact with other applications.
- ❖ Involved in Map documentation creation
- ❖ Created Data Files from extraction from multiple databases and tables using SQL Joins and transformation logic using CASE and DECODE functions
- ❖ Checking kibana logs for investigation of pos issues.

## **Contribution:**

- ❖ **Worked on various Reporting SQL for compliance purpose.**
- ❖ **Creating complex views for reporting demands securing PI data.**
- ❖ Developing and maintaining housekeeping activities for archiving old and un-wanted data

## **Personal Details:**

- ❖ **Name** : Jyothi A H
- ❖ **Date of Birth** : 13 Jan 1997
- ❖ **Father Name** : Arjun Hipparagi
- ❖ **Address** : Bijapur, Karnataka
- ❖ **Languages Known:** Kannada, English,Hindi

I hereby declare that the above information given by me is true to the best of my knowledge.

Date:

Place:

(Jyothi A H)

