**HARSHA VARDHANA .P**

**Application support Engineer Mob: 9742063424**

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**Profile**

Technical Professional with around 4 years of IT experience in web applications and product support- managing external web applications as well as internal applications at Altisource Portfolio Solutions and Thomson Reuters

**Experience:**

* **Oct 2009 – Oct 2011, Product Support Engineer (Altisource business solutions private limited, Bangalore)**
* **Oct2011 – June 2013, Application Support Engineer(Thomson Reuters, Bangalore)**

**Duties and Responsibilities**

* Managing and maintenance of Web application hosted in or using platforms as below
  + **OS (server)**: Windows Server 2003, Windows Server 2008, UNIX, Solaris.
  + **Web Servers**: Apache 2.2.x,IIS 6.0,IIS 7.0 and iPlanet
  + **Application Servers**: Coldfusion MX7 and 8, Tomcat, Jboss, Web Logic.
  + **Databases:** Oracle 9i and 10g, SQL Server, Progress.
  + **Software:** Crystal Reports and Enterprise, COM Objects and Windows Services, wire shark, HTTP analyzing tools like Httpanalyser and Fiddler.

* Release Management for all web products
* User Acceptance Testing for all web applications.

**Performance**

* Configured Web servers and App servers.
* Debugged and Resolved problems related to Web Application (WWW / internal applications).
* Performed upgrades, installation of software and essential troubleshooting.
* Participated in Production releases through requirement reviews, setting up environments, deployment, documenting release notes and technical details regarding functionality and configurations.
* Responsible for Quality &health of the web applications.
* Effectively communicated status, metrics and issues on a regular basis.
* Assisted junior engineers and guide them with there assignments.
* Was able to understand business impact of each IT related issue, was able to analyze business issues and technical problems independently, and come up with smart, logical work around solutions.
* Coordinated and worked with various internal teams of development, QA and compliance to ensure successful implementations.
* Contributed as strong hands-on technical member in product support activities.

**Projects and Major tasks handled:**

* Transition project for Ocwen buying a part of HomEQ loans.

Location: Bangalore, India

Duration: 1 Week.

Description: Ocwen had acquired a major part of HomEQ loans and we had to set up

an application to redirect users to the Mortgage Website/company

which acquired those loans from HomEQ.

Platform: Apache 2.2.x, Jboss

* Setup of Internal site “Database info”

Location: Bangalore, India

Duration: 1 Week

Description: This was an application which would make the internal users in

organization to fetch information about loan.

Platform: Apache 2.2.x, Jboss

* Re-setup of External web site orawp.realportal.com

Duration: 3 Days

Description: As the server had crashed and as it was out of warranty, we had to re-

setup the application

Platform: IIS, Coldfusion 7.

* Ocwencustomers Revamp Project

Location: Bangalore, India

Duration: July, 2010 to June, 2011.

Description: Revamp of the primary website ocwencustomers.com from Coldfusion

to Apache Tomcat with enhanced look and feel and better performance

Platform: Apache 2.2.x, Apache-Tomcat.

* Migration of Apache from Worker MPM to Preforked MPM for better performance,

the migration was done after load testing done through JMeter.

**Tasks handled at *Thomson Reuters*:**

* Responsible for setting up**/**Upgrading, configuring, supporting and managing the web platform (i.e. Tomcat,) environment to ensure system reliability.

Description: Upgraded Apache Tomcat on Deals application which renders Deals web pages to Thomson.com framework with enhanced look and feel and better performance

Platform: Apache-Tomcat.

* Supported quarterly web application deployments/releases, provided assistance for bug-fix, minor enhancements, maintenance testing and release management needs for the product along with troubleshooting application issues.
* Scheduled and supported system upgrades like Memory Upgrades, and SSL certificate installation (for more than 200 servers) with defining and reviewing necessary requirements.
* Provided extensive production support for application residing on more than 500 servers.
* Coordinated web platform infrastructure changes
* Provided extensive production support in maintaining Quality &health of the web Application like

*ThomsonOne.com*

Description: Website comprising comprehensive business (Investment Banking related) related data, i.e. information on companies, industries and events. Market news, quotes and other reference data related to business.

Platform: IIS 7and Apache-Tomcat.

*research.thomsonib.com*

Description: Website with collection of data that includes Investext, Disclosure and other industry-leading databases. Featuring a robust offering of content and critical functionality, enabling users to make confident business decisions backed by authoritative intelligence and incisive analysis

Platform: IIS6.0, iplanet.

*Secapi*

Description: An API which provides Filings related data (EDGAR and image filings)

Platform: iplanet

And many such web applications (Company overview, FRS servers, Deal application… ).

**Skills:**

* Extensive knowledge and strong hands-on experience with Web servers (Apache 2.2.x ,IIS6.0 and IIS7.0 ) and Application servers (Tomcat 7, Jboss, Coldfusion 7/8).
* Knowledge on Load balancer.
* Completed a certification course on IIS7.0
* Quick learner with ability to translate complex ideas and processes into technical facts and to stay current with new technologies.
* Excellent organizational skills and ability to prioritize workload.
* Attention to detail and precision, solid work ethics concerning meeting deadlines and reliability.
* Excellent communication and interpersonal skills.
* Understanding of large scale server side deployment architecture, exposure to server cluster.
* Ability to work in a high-placed dynamic environment with broad level requirements, pressures etc.
* Exposure to performance tuning & resolving production issues.
* Exposure to working on high volume data driven applications.
* Familiar with configuration management and build/release planning & management.
* Highly motivated, a go-getter who needs very little or no supervision.
* Trained on UNIX, Linux server, Apache Web Server.
* Strong problem solving ability.

**Qualifications:**

2008 B.E (E & C) - Dr.AIT (affiliated to VTU, Belgaum) - 62.07%.

2004 PUC - St.Josephs’s PU College, Bangalore - 78.33%

2002 SSLC - St.Josephs’s Indian School, Bangalore - 82.40%

**Technical Strengths:**

* Best **:** Apache 2.2.x, Unix Web Server Administration, Jboss, Tomcat
* Better **:** IIS, Coldfusion, Oracle PL-SQL , Shell Scripting, iPlanet
* Good **:** ASP.NET, Solaris, Web Logic (Installation and integration with Apache.)

**Strengths:**

Analytical abilities, Troubleshooting skills and Team-man ship.

**Personal Information:**

Permanent Address: HARSHA VARDHANA.P

#13, 13th Main, 4th Cross

S.R. Nagar, Bangalore-560027

Father’s name : P.B.Prithvi raj.

Date of Birth : 24th April 1987.

Nationality : Indian.

Languages : English, Kannada, Hindi.

Hobbies : Listening music, Playing Carrom.

**Declaration:**

I hereby declare that the above mentioned statements are true to the best of my knowledge and belief.

Place: Bangalore

Date: HARSHA VARDHANA.P