## **Vishnupriya E.S**

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## **SUMMARY**

* Working as a **IT Bus Solns Analyst I** having **7 years and 4 months** of IT experience in Support & Maintenance
* Have exceedingly good knowledge in **CLEAR BASIC** programming, **Smart** **Client 7.5** and shell scripting.
* Good in understanding the smart client code and debugging it for errors.
* Good in **SQL & PL/SQL programming**.
* Good knowledge in **UNIX** basics.
* Involved in automating the manual works( Regular works in the application like monitoring the servers and etc)
* Domain knowledge of Telecom and payment.
* Good in writing **clear basic** **codes, shell scripts, SQL queries, Stored Procedures and packages**
* Commendable contributions have been made for stabilizing the applications by providing permanent fix for all outstanding issues.
* Involved in getting the requirement of the project and developed the same.

## **CAREER PROFILE**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| **HCL Technologies** | Lead Engineer | Nov-2007 to Feb 2012 |
| **Verifone India Technology private Limited** | Business Solution Analyst I  CRM Tech Support Analyst | Mar 2012 to till date |

### **EDUCATIONAL QUALIFICATION**

**MCA from Bharathiyar University**

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Operating Systems | Solaris, HP |
| Languages | Amdocs 7.5, Clear Basic programming, UNIX Shell Scripting, SQL, PL/SQL |
| Databases | **ORACLE** |
| Application Server | **BEA Web logic, Tuxedo** |

## **Project 4:**

|  |  |
| --- | --- |
| **Project Name** | **AMDOCS** |
| **Role** | Business Solution Analyst I. |
| **Organization** | Verifone India Technology private Limited |
| **Team Size** | 15 |
| **Environment** | Amdocs Smart Client Designer 7.5, Oracle 10g, TOAD |
| **Duration** | SinceFeb 2012 to till date |

**Description**:Verifone is a global provider of technology for electronic payment transactions. VeriFone sells merchant-operated, consumer-facing and self-service payment systems to the financial, retail, hospitality, petroleum, government and healthcare industries.

**Responsibilities**:

* Reduced many production issues by identifying the root cause of the issue.
* Involved in getting the requirement from the customer and developed a project.
* Involved in Unit Testing and Integration testing
* Involved in UAT Support.
* Respond to customer queries and issues.
* Created the solution for each incident which has been used as knowledge base
* Functional support while developing project.

## **Project 3:**

|  |  |
| --- | --- |
| **Project Name** | **British Telecom- SPACE** |
| **Client** | British Telecom |
| **Role** | Lead Engineer |
| **Organization** | HCL technologies |
| **Team Size** | 20 |
| **Environment** | Amdocs 12.5**,** UI Editor, CB Exchange,  DD Editor, Putty, Toad, Sql developer |
| **Duration** | SinceNov 2007-June 2011 |

**Description**: Space application is one of the project in BT. This application helps to track the tickets raised by the customer.

**Responsibilities**:

* Responsible for building the team by training and mentoring the fresher.
* Interaction with the design and the architect teams to plan for new releases and carried out many successful deployments.
* Communicating with the client on a daily basis for regular updates
* Analyzing and identifying the Root Cause for failures
* Responsible for bringing in many service improvement plans.
* Incident, Change and Problem Management.
* Have automated day to day activities which reduced the manual effort

## **Project 2:**

|  |  |
| --- | --- |
| **Project Name** | **British Telecom- BRIDGE** |
| **Client** | BritishTelecom |
| **Role** | Lead Engineer |
| **Organization** | HCL technologies |
| **Team Size** | 10 |
| **Environment** | Amdocs Clarify UI Editor, CB Exchange, DD Editor, Unix, Oracle 9i Tuxedo |
| **Duration** | Since June 2010- June 2011 |

**Description:**

Bridge is one of the internal applications in BT. It is used to track all the incidents, change requests and problem requests raised by the internal employees and users.

**Responsibilities**:

* Analyzing and identifying the Root Cause for failures
* Responsible for bringing in many service improvement plans.
* Incident, Change and Problem Management.
* Have automated day to day activities which reduced the manual effort

## **Project 1:**

|  |  |
| --- | --- |
| **Project Name** | **British Telecom- Neo** |
| **Client** | British Telecom |
| **Role** | Lead Engineer |
| **Organization** | HCL technologies |
| **Team Size** | 35 |
| **Environment** | Amdocs 13, Web logic, Unix and Oracle 10g |
| **Duration** | SinceJune 2011 – Feb 2012 |

**Description**:

Neo is one of the applications in BT and it is used for line testing.

**Responsibilities**:

* Responsible for building the team by training and mentoring the fresher.
* Analyzing and identifying the Root Cause for failures
* Responsible for bringing in many service improvement plans.
* Have automated day to day activities which reduced the manual effort

## **Personal Information**

**Father’s Name** : Sethuraman E R

**DOB** : 24-11-1986

**Nationality** : Indian.

**Marital Status** : Single.

**Permanent Address** : Site No.13, Kothari Nagar, Singanallur, Coimbatore.

**Languages Known** : English, Tamil and Sourashtra.