**Rekha Balagopalan**

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| PROFESSIONAL EXPERIENCE |
| **Associate**  ***Cognizant Technology Solutions Hyderabad, Nov 2015 – present***   * Working in an US based HealthCare client Anthem for SOA application as a Production Operation Engineer for a period of 3 years and 6 months. SOA applications are middle tiered service that serves as the single point of contact between customers and core systems. Being a middle tier application, SOA project is to connect various heterogeneous systems to transfer information or data from one system to another in a seamless manner.   **Primary roles:**   * Working on API and MicroServices, Websphere and Docker environment. * Mainframe and Informatica Jobs monitoring * In-depth analysis on issues reported and providing resolution within SLA. * Have handled many Certificate renewal activity for SOA applications in PROD as well as in Test environments.   All these roles are classified into the categories as listed below,   * Incident Management * Change Management * Certificate Management   **Troubleshooting Tools:**   * Splunk * IBM MQ Explorer * Wily Introscope   **Testing Tools:**   * SOAP UI – Manual testing   EDA  TION EDUCATION |
| ADDITIONAL SKILLS |
| **Technical Expertise:**   * **Tools:** Informatica Powercenter * **Database :** MYSQL * **Languages/Technologies :** Core JAVA * **IDE :** Eclipse, IBM DataStudio   **Courses Completed:**  Informatica Power Center  **Major Strengths:**   * Good Analytic and communication skills * Effectively manages times * Poised and patience while dealing clients * Able to prioritize the work * Interested in learning new technologies |
| EDUCATION |
| Sri Krishna College of Engineering and Technology  MSc (SoftwareEngineering) 2010-2015   * Percentage: 78   St.Joseph’s Matriculation Higher Secondary School Coimbatore (State Board)2009-2010   * Percentage: 85   St.Joseph’s Matriculation Higher Secondary School Coimbatore SSL(Matriculation)2007-2008   * Percentage: 87   I, **Rekha Balagopalan** hereby confirm that the information provided above is true to the best of my knowledge. |