Ramya Shree M S

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PROFESSIONAL PROFILE

- Having 2 years of experience in **production/application support of web** and **vendor driven applications.**
- Hands on experience in I**ncident/Problem/Change management** using **Service now.**
- Good knowledge on applications hosted on **windows server 2008 R2**.
- Internal **ITIL** certified.
- Performed key Incident analyst role in critical situations and providing support by co-coordinating with internal as well as external teams.
- Worked with **vendor driven applications** as a coordinator between the vendor and the client.
- Extensive knowledge on **Insurance domain, Business driven applications**.
- Managing the entire incident queue ensuring the quality of work, on time delivery by abiding to SLA.
- Experience in Performing different kinds of testing of Web based applications.

EXPERIENCE SUMMARY

- Currently working as a Sr. Software Engineer for **IGATE Global Solutions LTD,** Bangalore from November 2013 to till date.

EDUCATIONAL QUALIFICATION

- **B.E (ISE)** from HKBK College of Engineering, Bangalore with 76%.

TECHNICAL SKILLS

Tools	:	ServiceNOW, PL/SQL developer
Programming Languages	:	Oracle (SQL),JAVA
Web Technologies	:	HTML, CSS
Knowledge Management	:	SharePoint
Operating System	:	Windows XP/7/8
Application Server	:	Windows Server, SQL Server
Web Server	:	Tomcat

KEY SKILLS

- Appreciated and felicitated many times by clients for successful deliverables on time.
- Good expertise on managing end users, clients by being part all business discussions.
- Strong application knowledge and requirement gathering skills.

- Quick adaptability to situations to learn new processes and to implement them efficiently.

PROJECTS DETAILS

Project #01

Project Name	IBM Open Pages - GRACE	Client	SwissRe	
Environment	Java, SQL, COGNOS	Team Size	10	July 2014 - Present

Project Description:

IBM Open Pages Grace is a Risk Management platform. It is an integrated, risk and compliance platform that enables users' to manage risk and regulatory challenges across the enterprise.

Contribution:

- Understanding the application flow end to end and support the issues via **incident and problem tickets**.
- Understanding the new change requests and clarifying the business requirements directly with business.
- Manual testing of different modules and new enhancements from the application side.
- Release management activity to deploy the changes to the production environment.

Project #02

Project Name	TeamMate	Client	SwissRe	
Environment	Java, SQL	Team Size	3	March 2014 - June 2014

Project Description:

Teammate is an Audit Management tool where users use it in their daily basis to work on their daily assignments and log their daily efforts. It offers a complete environment where the user can explore his/her area of expertise by using all the present modules.

Contribution:

- Involved in understanding the requirement document and getting clarifications from client
- Involved in applying the new updates on servers.
- Involved in Major up gradation of the application to the newer version by **coordinating with the vendor.**
- Resolving Incidents and Problems for the queries reported from user.

Place: Bangalore   Ramya Shree M S