Venu Kyama

Profile Summary:

- ✓ Total **4.2** Years of experience in IT Industry.
- ✓ Having **3** years of experience specified to **Application Support** in **Production** and **Maintenance** Environmental using technologies like **SQL,PL/SQL,Unix**.
- ✓ I have completed **ITIL Foundation Certificate** in IT service Management.
- ✓ Good experience in resolving issue through tickets within SLA.
- ✓ Good knowledge of Relational Database Management Systems.
- ✓ Good Technically efficient in Oracle (**SQL,PL/SQL**) and **Unix** Commands.
- ✓ Having good knowledge on Datawarehouse concepts.
- ✓ Good experience on Web based Applications.
- ✓ Good experience in operating Unix based platforms.
- ✓ Good experience in UNIX Shell Scripting.
- ✓ Ability to communicate and interact with all levels of management, developers, staff and support.
- ✓ Hands on experience in writing database Queries.
- ✓ Ability to learn quickly new technologies and methodologies.

Professional Experience :

- ✓ Worked with **ARM, Bangalore** from July'2015 to Nov'2015 as **Web Support Engineer.**
- ✓ Worked with **EMC² as a Software Engineer,** Bangalore from Dec'2013 to May'2015**.**
- ✓ Worked as a **Software Engineer** in **Wipro Technologies** , Bangalore from Aug'2011 to Dec'2013.

Academic Portfolio :

- ✓ Bachelor of Technology (**B-Tech**) in **Electronics and Communication Engg**. from **J**awaharlal **N**ehru **T**echnological **U**niversity in 2008.

Technical Skills:

RDBMS	Oracle SQL,PL/SQL (9i/10g/11g),Mysql 6.3.4
Operating Systems	Windows 2007/XP,UNIX
Scheduling Jobs	Crontab
Tools	PUTTY,SQL Developer,PL/SQL Developer,Toad,Nagios
Ticketing tool	JIRA,ServiceNow,RT
Scripting Language	Unix Shell Scripting
Certification	ITIL

Projects Involved :

Project #1

Project Name	:	**WEB Delivery Services**
Client	:	ARM
Role	:	Support Engineer
Team Size	:	15
Skills	:	Oracle 11g,SQL,PL/SQL,Unix
Tools	:	PL/SQL Developer, Service Now,Putty
Durtion	:	July'2015 – Nov'2015

Description :

ARM holdings is a British multinational semiconductor and software design company head quartered in Cambridge, England. Its largest business is designing processors (CPU), although it also designs software development tools under the DS-5, Rea lView and Keilbrands, systems and platforms, system-on-a-chip (SoC) infrastructure and software. It is considered to be market dominant in the field of processors for mobile phones smart phones or otherwise and tablet computers and is arguably the best-known of the 'Silicon Fen' companies.

Responsibilities :

- ✓ Providing the support in L2 level depending on the priority of the issues to meet client's with in SLA.
- ✓ Accepting and resolving the incidents raised by the users.
- ✓ Understanding the client issues and providing the best solutions on time.
- ✓ Involved in code level investigation of the jobs (SQL & PL/SQL) finding the bug, which could hamper the business functionality, and reporting it.
- ✓ Proactively resolve all the P1/P2/P3/P4 tickets in our queue.
- ✓ Co-ordinating with the onsite team members.
- ✓ Raise RFC and give necessary information to the development team to fix the bug.
- ✓ Providing support to client on 24*7 basis.

Project # 2

Title	:	**HRMS**
Client	:	IMFA
Role	:	PL/SQL Developer
Environment	:	Oracle 11g,SQL Developer
Duration	:	Jan 2014 to Dec 2014

Description:

HRMS refer to the systems and processes at the interaction between Human resource management and information technology.HRMS as a basic HR activities and processes with the information technology field.Human resource management systems enabled higher administrative control of such systems.The main objective of this system is provide the leavequota generation for each employee and based on location,employeetype,leavetype and calculating annual accrualcap and cumulative accrualcap.

Responsibilities :

- ✓ Understand the business requirements.
- ✓ Developed Stored procedures and Functions as per the requirements of the project.
- ✓ Developed tables,indexes,constraints.
- ✓ Impact analysis.
- ✓ Weekly status report.

Project # 3

Title	:	**CRM**
Client	:	Eritel, Eritrea
Role	:	Support Engineer
Environment	:	Oracle 10g,SQL,Unix
Tools	:	JIRA,SQL Developer
Duration	:	Aug 2011 to Dec 2013
Team Size	:	18

Description :

Eritel provides national level Telecommunication services and offers local fixedlinetelephoneServices, domestic long distance services, international voice services, and data transmission services, as well as other value-added services such as the provision of internet access and mobile phone networks. Similarly, the supply, manufacture, servicing of telecommunications and broadcasting equipment. CRM enabels an insight into the current and future financial situation /needs based on the information recived from the Data Warehouse and an effort to expand telecommunications services to the rural and remote parts of the country.

Responsibilities :

- ✓ Providing the support in L2 level depending on the priority of the issues to meet client's SLA.
- ✓ Resolving incidents and requests quickly and leading to closure.
- ✓ Managing customer Escalations.
- ✓ Provides shift handover to manager and team members.

- ✓ Raise RFC and give necessary information to the development team to fix the bug.

- ✓ Give the status report of tickets to Manager of our department.