

Naveenkumar S

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Professional Summary

Results-driven IT Professional with 4.10 years of experience in managing and troubleshooting systems in all environments. Adept in identifying and resolving production issues to ensure smooth operations and minimal downtime. Skilled in ETL Tool (DataStage), Oracle EPM Cloud Applications (ARCS, FCCS, RBS, Planning, ESSBASE), SQL & Unix commands with a proven track record of improving system efficiency and performance. A proactive and collaborative team member with good communication skills.

Skills

- **Operating Systems:** Linux, Windows
- **Database Management:** SQL, Oracle
- **Programming & Scripting:** C, Basics of Java
- **Cloud Technologies:** Oracle EPM Cloud applications, AWS
- **Monitoring Tools:** Splunk, CA Workload Automation, Observer
- **Incident Management:** ITIL, ServiceNow, Jira
- **Application Support:** Debugging, Troubleshooting, Log Analysis

Experience

DXC Technology

Production Support Engineer

Chennai, India

July 2020 – Present

Project – Commonwealth Bank of Australia

- Involved in monitoring the EPM Jobs from CA Workload Automation and FDM jobs from ETL tools (IBM DataStage), Putty and WINSCP.
- Performed Non-Prod & Prod deployments in Unix and DataStage for FDM.
- Resolved over 500 system issues within SLA, improving system uptime from 98% to 99.8%.
- Handled MERT for EPM and FDM.
- Familiar with creating user access to Oracle EPM cloud applications and resolving over 1000 requests within the SLA.
- Worked closely with development teams to address recurring issues, effectively reducing repeat incidents by 15%.
- For OLA agreement, we have worked 60+ runstreams OLA and aligned with upstream and downstream which we achieved file delay percentage reduced from 40% to 5%.
- Standard Operation procedure document have prepared for all issues, ensuring for future refer.
- Prepared and verified the impact job list for weekend outages.
- Ensuring the daily runs, schedules, and health of the system are maintained.
- Monitoring the disk space in server and Oracle EPM cloud applications.
- Handled audit evidence for Oracle EPM Cloud Application and FDM to meet business requirement.
- Closely worked with SM team in resolving EPM drift report.
- Familiar with knowing incident, Problem and change management process.
- Conducted knowledge transfer sessions for new successor.
- Prepare and reporting the Weekly/Monthly status report to Delivery manager.

Achievements and Awards

- **Diamond Award** for exceptional contributions at DXC Technology., Oct 2024.
- **Emerald Award** for outstanding performance at DXC Technology., Jul 2023.
- **FY23 H1 Collaborators Award** for outstanding performance at DXC Technology., Dec 2022.
- **Sapphire Award** for outstanding performance at DXC Technology., Aug 2022.
- **FY22 Q1 Champs Award** for outstanding performance at DXC Technology., Sep 2021.

Certifications

AWS Certification – AWS Cloud Practitioner (Foundational)

DXC Certifications – DXC Certified ITIL V4 Foundation.

Education

Kongu Engineering College, Erode, Tamil Nadu, India
Bachelor of Engineering, Electronics and Communication Engineering

July 2016 - June 2020