Akhil Yadav Polemaina

- Senior System Engineer at Infosys with 3.2 years of experience in software development and Maintenance.
- Maintained data processing using mainframe technology for multiple front end applications of Walmart Retail Link platform and ensured on-time deliverables.
- Worked on automating the uses cases to reduce manual effort in solving repeating incidents using Service Now orchestration.
- Possess good analytical, logical ability and systematic approach to problem analysis, strong debugging and troubleshooting skills.
- Good exposure to Retail domain.

Willing to relocate to: hyderbad, Telangana

WORK EXPERIENCE

Senior Systems Engineer

Infosys Limited -  Hyderabad, Telangana -

January 2015 to Present

- Working on all the Major and Minor Enhancement requests as part of Maintenance and Support activities
- Identifying and fixing all the major defects in the applications, perform root cause analysis for production issues
- Being a subject matter expert, involved in multiple Knowledge transfer and knowledge sharing sessions with the client
- Leading a peer group and taking end to end responsibilities for all the critical issues/ enhancements.
- Identifying the use cases which can be automated using Service Now Orchestration
- Creating workflows to automate various tasks which involved manual intervention
- Direct interaction with the client on various business impacting issues on a daily basis
- Setting up Weekly Status Review meetings and Code Review meetings with the client

Senior Systems Engineer

Infosys Limited -  Hyderabad, Telangana -

January 2015 to Present

Team Size # 5
Project Objective:
Providing end to end Maintenance and Support activity for data processing of the most critical and important Web portal 'Retail Link' along with over 40 applications used daily by all the Suppliers and Business users of Walmart, the largest retailer in the world. Retail link is a portal which hosts 100's of applications developed across technologies for the suppliers which help them to carry on day-to-day activities right from on boarding to tracking their sales. This involves supporting

various Decision Support System reports which helps the higher management to take business critical decisions.

Responsibilities:
● Working on all the Major and Minor Enhancement requests as part of Maintenance and Support activities
● Identifying and fixing all the major defects in the applications, perform root cause analysis for production issues
● Being a subject matter expert, involved in multiple Knowledge transfer and knowledge sharing sessions with the client
● Leading a peer group and taking end to end responsibilities for all the critical issues/ enhancements.
● Identifying the use cases which can be automated using Service Now Orchestration
● Creating workflows to automate various tasks which involved manual intervention
● Direct interaction with the client on various business impacting issues on a daily basis
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EDUCATION

Electrical and Electronics Engineering

Anurag College of Engineering (Jntuh)

SKILLS

servicenow (1 year), Mainframe (3 years), cobol (3 years), Jcl (3 years), Teradata (3 years)

ADDITIONAL INFORMATION

Technical Skills
- Domain - Retail
- Technology - Mainframe (COBOL, JCL, DB2, Teradata), Service now.
- Operating System - Mainframe (z/OS)
- Database - DB2, SQL, Teradata.
- Utilities - FILE-AID, IDCAMS, DFSORT basics, LIBRARIAN, FTP/SFTP, CA-7 basics.
- Tools - Query Management Tool (QMF), SQL Assistant, Service now, Remedy.

Key Strengths:
- Effective Communication Skills and Zeal to learn.
- Flexibility and Adaptability.
- Good Leadership Qualities.
- Analytical and Problem Solving Skills.

Achievements:
- Received STAR award for working on various system improvement and automation activities
- Received multiple INSTA awards for my performance in the projects worked