

* A skilled professional with an experience of more than 5 years as Application Support Engineer; currently working with Reliance Jio Infocomm Pvt ltd.
* Have good exposure of Oracle database, SQL and PL-SQL query languages.
* Well versed with Linux operating system commands and shell scripting.
* Have a good knowledge of OLAP and OLTP environment.
* Has played multiple roles throughout my tenure, including Database application support engineer, project coordinator and change manager.
* Performance Monitoring and tuning.
* Good Understanding of Teradata Best Practices.
* Worked on multiple projects one of them was Jio 4G Telecomm project. Was involved in server monitoring, application monitoring. Currently I am working on Jio Money Project as a Change Manager.
* Automation of alerts through front end UI and Shell scripts.



* Bachelor of Engineering (BE) in Computer Science & Engineering from Shivaji University.



* **Linux**
* **Basic shell scripting**
* **Oracle SQL and PL-SQL**
* **Change Management & project co-ordination**



* Operating Systems LINUX, WINDOWS (RHEL 6, Win 2003/2008 Server.)
* Databases / RDBMS Oracle 10g/11g
* Tools SQL Developer, SOAP UI, WINSCP, HPSM, AppDynamics, Splunk, Putty, Jenkins.
* Programming Languages Basic Knowledge of C++, Core Java, SQL
* Remote Access Tools VDI, Windows RDP, Putty.
* Ticketing tool used HPSM, Service now.



**Project I**

**Employer : Outworks Pvt Ltd.**

**Project : Jio Financial Services (JFS)**

**Location : Mumbai, India**

**Duration : From January 2019 to till date.**

**Designation : Sr. Application Support Engineer (L2)**

**Roles : Playing multiple roles (Change Manager, Project coordinator, and Application support Engineer)**

**Applications : Jio Money & Jio Payments Bank**

**Domain : Finance/Banking**

**Client : Reliance (JioMoney)**

**Description : The strategic aim of this role is to provide techo-functional support from change management, application support and database administration point of view.**

**Duties and Responsibilities**

* Currently working as a change manager with **JioMoney** Team.
* Coordinate and conduct meetings with Change advisory board (CAB) to discuss higher risk changes.
* Authorize and approve changes requests.
* Ensures that all the activities getting deployed are as per the standards during reviews and implement/reject the change if it’s not per defined standard/guideline.
* Continuously improve the policies and procedures and make them well defined, recognized and reviewed.
* Preparing CAB Register (Change Summary Sheet that summarizes all RFC’s.)This CAB Register helps the CAB team to understand and evaluate the proposed change.
* In JioMoney Project, it provides the wallet service to the customers to get the easier way to do the bill payments & Digital services.
  + Here we are having multiple systems in JioMoney Application as Channel end - MPOS, Oracle Portal, Ops Portal, CMS, AML to onboard the customers and able to do transactions (Load Money, P2P, P2M, NEFT etc.). Also, Back end System as FIS. In FIS application we are having multiple applications like Data Navigator, Web Pay-Payment Gateway, IST switch, Cortex, MÁS etc.
  + We need to ensure all the applications are working fine and the transactions are going smooth. We are having Dashboard to get the live status of the wallet services as well as all API calls which are up & running fine.
  + Now Jio Payments Bank (JPB) is live. For JPB, I worked as Project Coordinator and application support engineer. In JPB, we have performed software application and disaster recovery testing, ensuring business-readiness following failover.
  + Communicated with the client to obtain an understanding of their environment, challenges, escalation processes and apply that information to support the smooth transition to the new helpdesk application.
* As an Application support engineer, have provided support to multiple databases and applications

Database support involves

* + Daily DBA activities – DB health check and monitoring (Tablespaces, blocking locks, file system free space, daily backups) and sending report senior associates.
  + Killing unwanted user sessions or processes.
    - Check the backup status.
    - Monitoring the database space growth.
    - Scheduling of jobs by using crontab.
    - Monitoring OS level process using sar, ps, top commands.
    - Creation & maintenance of
      * users
      * user profiles
      * access rights
      * Space
    - Monitoring daily weekly, monthly and gap backups, extracting report and sharing with the team.
    - Performing support tasks for storage, logical/physical backups. Such as monitoring “used disk space” zipping, moving and removing unnecessary backup as and when needed from backup server.
    - Managing backups for production databases using utilities and scheduling cron jobs as per the requirement.
    - Responsible for automation of task using crontab and shell scripts.

**Project II**

**Employer : ASM Technologies**

**Project : Jio 4G**

**Location : Mumbai, India**

**Duration : From January 2016 to Jan 2019.**

**Designation : Application Support Engineer (L1)**

**Roles : Application support Engineer**

**Applications : Jio 4G**

**Domain : Telecomm**

**Client : Reliance Jio Infocomm Limited**

**Description : The strategic aim of this role is to provide techno-functional support; understand the business and operational requirement and work on the requests.**

**Duties and Responsibilities:-**

* Worked with Reliance Jio on Ericsson applications along with Network Elements- PCRF, AAA, NSN-HSS, ALU-EMS, and WIT-ACS for services like MiFi, WIFI, Volte, LTE-ODU and FTTH.
* Troubleshooting and resolving issues related to call flows, Provisioning, Activation.
* Hands on experience on Products from various Telecom companies like Nokia HSS Oracle PCRF, Ericsson Activation & provisioning suite (EMA, CNUM, Order care, EPC).
* Provide First-level application software support for multiple products. Analyze system errors and troubleshoot network, server, and database errors. Document system bugs; report to Development team.
* Reduced redundancy of report requests from business users by creating daily, weekly, and monthly reports using SQL Query.
* Provided business capability of running own reports by requesting reporting dashboard for most commonly requested data.
* Performed software application and disaster recovery testing, ensuring business-readiness following failover.
* Communicated with the client to obtain an understanding of their environment, challenges, escalation processes and apply that information to support the smooth transition to the new helpdesk application.
* Responsible for End to End user provisioning and Activation (Order to Activation Journey)
* Troubleshooting Provisioning and activation Related issues.
* Troubleshooting Issues encountered in customer on-boarding.
* Responsible for End to End SIM Ordering and SIM Kitting Process.
* Troubleshooting SIM ordering related issue.
* Day to day Monitoring, health check-up of Ericsson Applications.
* Interacting with all Network teams to understand their requirements and accordingly changing configuration in Application to meet the requirements.
* Resolving application health related issue, fixing product related issues and getting RCA from vendor Team.
* Utilized existing structure to translate ticket categories and group names to the new system structure
* Identified and escalated issues with the migration to ensure they were addressed and resolved.
* Raising defects if required and fix them ASAP with the help of ISV.
* As an application support Engineers, have provided support to multiple databases and applications

Database support involves

* Daily DBA activities – DB health check and monitoring (Table spaces, blocking locks, file system free space, daily backups) and sending report senior associates.
* Monitoring daily weekly, monthly and gap backups, extracting report and sharing with the team.
* Performing support tasks for storage, backups (Logical/Physical). Such as monitoring “used disk space” zipping, moving and removing unnecessary backup as and when needed from backup server.
* Check the backup status and report it to L2 team.
* Monitoring the database space growth.
* Monitoring OS level process using sar, ps, top commands.
* Creation & maintenance of
  + - users
    - user profiles
    - access rights
    - Space
* Killing unwanted user sessions or processes.
* Scheduling of jobs by using cron tab.



**Name : Prachi Zende**

**Date of Birth : 27-09-1988.**

**Marital Status : Married.**

**Nationality : Indian.**

**Hold Valid passport : Yes**

**Languages : Marathi, Hindi and English.**

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**Bavdhan**

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