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| **Preethi HT**  Application Support Analyst   |  |  | | --- | --- | | **Address**Bengaluru, KA, 752070  **Phone**984-561-9532  **E-mail**preethigowdam23@gmail.com |  | |  |

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| **Work History** |

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| 2021-07 - Current | **Release management, web application and production support**  Maveric Systems, Bengaluru, Karnataka   * CR creation and make sure to support throughout the release. * Participating in CAB calls (Change excellence) * UAT support in infra-activities (Java upgrade, certificate upgrade, UAT deployment using Udeploy) * Coordinating for major application, Incident and infra releases * Collaborated with developers, analysts and project managers to expedite incident resolutions. * Performed software application and disaster recovery testing to guarantee business readiness following failovers. * Involved in all testing procedures and wrote test cases and scenarios for development team. * Conducted and supported implementation delivery with client and internal departments. * Demonstrated advanced knowledge of software delivery lifecycle and varied delivery methodology. * Maintained strong knowledge of third-party risk management within vertical industry. * Developed and maintained effective client communications to guarantee client satisfaction and improve client retention. * Participated in on-site requirements gathering sessions and translated client requirements to determine project scope. |

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| 2018-06 - 2019-05 | **Delivery Executive**  Fidelis, Bengaluru, KA   * As FSEM (filed service event management, Assigning tickets to field engineer. * Identifying correct FE before assigning case. * Following up with FE. * Rescheduling case whenever required. * If any missing information checking with partner and getting it rectified. * If FE needs any help on ticket providing him with support. * Getting task completed before SLA miss. * In case of any emergency contacting CSM and getting case done. * AM scheduling which includes assigning backlog tickets, following up on tickets which are not completed, checking with CSM if any changes required with tasks assigned during AM scheduling. * PM scheduling which includes sending list of tickets assigned, completed for particular day and also check if any changes required for case not completed. |

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| 2017-01 - 2017-11 | **Senior E Server Associate**  Alchemy Techsol India Pvt Ltd, Bengaluru, KA   * Support production part of gaming. * Incident management. * Responsible for identifying problems in production application (Front end) and providing manual solution to customers and in case of major issues address it to innovation to obtain code fix. |

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| 2014-07 - 2016-10 | **Application and Server Support Engineer**  Alchemy Techsol India Pvt Ltd, Bengaluru, Karnataka   * Accenture Project : KPN (, Incident Management. * Problem Management. * Release Management. * On Call-Support & Platform stability maintenance. * Web service testing on Soap UI tool. * Responsible for handling incidents, EPO. * Performed several deployments and been part of Go Live LPR. * Handled incident management and problem management. * Responsible for identifying problems in application, perform analysis to rectify problem and address it to innovation to obtain code fix. |

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| **Education** |

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|  | Bachelor of Computer Applications  Saydhri Science College - Shimoga |

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| **Accomplishments** |

* Received RECOGNITION AWARD from KPN Royal Dutch Telecom for ensuring timely completion of tasks and identifying the issue before it become major.

**Qualification** **From**

* 10th: Govt Girls High School Thirthahalli (Karnataka secondary education Board) 12th: Alva's PU college, Moodbidri Mangalore BCA: Saydhri science college (Kuvempu university, Shimoga) Personal Details: Date of Birth: 23rd March 1993.

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| **Languages** |

English, Kannada and Hindi