**Gangi Reddy**

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| **Objective** |

To be associated with a progressive organization that gives scope to apply knowledge and skills and to obtain a challenging position in the Software industry that would utilize my skills in Oracle 12c, SQL, UNIX, Shell script Technologies.

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| **Professional Summary** |

* Having 1+ years of Technical experience in Application support and Maintenance in **Telecom** **Domain** using technologies like UNIX, Shell Scripting, and Oracle SQL/PLSQL.
* Good Knowledge in **Ecommerce** and **Banking** Domain.
* Worked on **SQL**, **UNIX** and Shell Scripting.
* Attending Meetings with users and development team regularly.
* Experience in L1 and L2 level of Production support.
* Good experience in resolving issue through tickets.
* Astute knowledge in Implementation of SQL queries and creates **functions**, **procedures** in PLSQL on Oracle Database.
* Quick Decision-making skills for problem identification and solution recommendation
* Seeking a challenging and responsible position in analysis, design and implementation
* Providing Production Support (L2 Level), and Maintenance to client on 24\*7 basis.
* Acquainted with Client Interaction for status update and clarifications.
* Providing production support to applications and maintaining the **SLA**.
* Responsible for providing the support in all production related issue.
* Good exposure on **AWK** and **SED** concepts.
* Extensively worked on **SSH**, **FTP** and **SFTP**.
* Good in writing SQL queries.
* Good knowledge on scheduling using Crontab command.
* Having sufficient workflow knowledge in **ITIL** (Information Technology Infrastructure Library) process such as Incident, Change, Problem and Service Level Management.
* Providing the Root Cause analysis (RCA) on various issues by working with concerned teams as per the business day’s policy.

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| **Educational Background** |

* B.Sc from YOGI VEMANA UNIVERSITY in the year of 2018 with 65%.

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| **Professional Experience** |

* Currently working as Production Support Engineer for **IBM India Pvt Ltd**  Bangalore from April 2020 to till now.

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| **Technical Skills** |

* Skills                                   :Unix/Linux, Oracle (SQL/PLSQL) and Shell Scripting
* Operating Systems          :Unix/Linux, Windows
* Ticket Tracking tool        :  Service  Now, BMC Remedy and Jira
* Database                           : Oracle 11g/12c.
* Scripting                            :  Shell Scripting
* Tools Used                     : Toad, Putty, Oracle SQL Developer
* Languages                      :SQL,PL/SQL and Shell Scripting.
* Scheduling Tools               :  Crontab and Autosys

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| **Project #1 details** |

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| **Project** | Global Voice Tone |
| **Client** | AT & T |
| **Platform** | UNIX, SQL, PLSQL, Shell Scripting |
| **Role** | Production Support Engineer |
| **Team size** | 12 |
| **Duration** | April 2020 to till now |

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| **Project Description** |

                        An AT&T network hosted implementation of customer focused caller interactive voice response solutions leveraging AT&T and commercial technology to provide the most reliable and powerful Contact Center and business advanced feature capabilities available.

                        It provides customer service from start to finish without ever touching an agent. This agent-free automation technology provides a level of personalized service that can surpass customer's expectations.

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| **Roles and Responsibilities:** |

**Project Description**

❖        My role is L1/L2 production support engineer.

❖        On Call Coverage- Resolving the issues based on priority.

❖        Deployment Support as well as migration support.

❖  Writing the shell scripts and SQL queries according to the customer requirement.

❖ Implementing the new SQL scripts, and enhancing the existed SQL scripts as per the requirement.

❖Forwarding to deeper support team if any major changes required.

❖Customizing the tasks according to customers’ requirement using Shell scripting & implementing and automating the shell script as per the requirement.

❖     Creating the indexes on table columns based on the column cardinality.

❖     Finding out the root cause of performance SQL Queries and resolving accordingly.

❖     Optimizing the SQL queries.

❖      Help team members (Training) and new joiners on known issues.

❖      Loading the data in to the database using the SQL loader.

❖      Creating the control files and modifying the existed files as per the business logic.

❖      Scheduling the jobs using crontab command in UNIX.