**Sai Kumar Potha**

**Email :[saikumarsiri79@gmail.com](mailto:saikumarsiri79@gmail.com)**      **Mob:  +91-** **9177497553**

**Professional Summary**

* Having**1.5 year**of IT experience on**Production Support**and**Application Support.**
* Having good experience in **UNIX, Oracle (SQL, PL/SQL), Shell Scripting.**
* Having good experience to implement SQL queries in DB.
* Strong Problem Solving skills and ability to analyze technically.
* Having good knowledge in **AWK** and **SED** programs in UNIX environment.
* Having good experience on scheduling jobs using **Crontab** Scheduler.
* Worked extensively on **Incident, Problem, Change and Release Management**.
* An astute professional with **UNIX, Oracle,**and**Shell Scripting.**
* Proficient in **Oracle Database.**
* Good knowledge in Implementation of SQL.
* Having good knowledge in**AutoSys scheduler**, and Having Basic knowledge on create reports using Business objects tolls.
* Having excellent communication, analytical and problem solving skills.
* Having ample work flow knowledge in **ITIL**
* Good at human relations and ability to work in and with a team.
* Interacting with clients through call or mail.
* We involve 24/7 support and on call support.
* Flexibility and adaptability in regards with new Technologies and Environments.
* A highly motivated, energetic individual and a team player with good communication analytical and interpersonal skills.

**Educational Qualifications**

⮚        **B.tech**from KSRM collage of enginnering year 2020 with 75%.

  **Organization**

⮚        Working as a **Production Support Engineer** in **Impetus Infotech Pvt Limited,**from Mar 2020 to till date.

**Technical Skills**

 **Operating Systems**  **:** **UNIX/ LINUX, Solaris, Windows**

 **RDBMS**   **:** **SQL, Oracle 10g/11g**

 **Languages**   **:** **Shell Scripting,** **SQL/PLSQL.**

**Tools** **& Utilities**  **:** **Putty (5.1.2),**SQL Developer, BMC-Remedy(I-DESK)

**Domain Knowledge**  **:** **Banking**

**Work Experience**

**Project #**

Project Title  **:** **Investment banking**

Client**:** **credit-suisse**

Role**:        Production Support Engineer**

Project duration**:        Mar 2020  to till date.**

Organization**:        Impetus Infotech Pvt Limited**

Environment  **:        UNIX, ORACLE 11g**

This Client Providing the Financial services across the 34 country markets in global network with their banking requirements for local and offshore facilities. This is the strongest Financial organization in Asia pacific region.

Client’s IT Technology and Support Services are located in Bangalore an integral part of Client's Technology Services and Operations division. Using/Implementing latest Technology for their Services.

**Roles & Responsibilities:**

* Working as L1 production support Engineer.
* Resolving the tickets based on SLA.
* Monitoring the jobs.
* Involving Outage calls for critical and urgent priority issues.
* Monitoring the ticketing tool for new issues.
* Resolving the customer issue according to the customer requirement.
* Scheduling the jobs by using Crontab command.
* Customizing the task according to customer requirement.
* Automating the tasks by using shell scripts.
* Creating the SQL queries as per the client requirement.
* Creating the health check reports and sending the users every 4 hours.
* Priority/job class management and Provide overrides & Restarting jobs.
* Provides 24x7 support in batch monitoring based on shift to avoid any significant batch problems.
* Handling the deployment/Implementation plan.
* Analyze Problems & escalate to appropriate Levels.
* Updating all the team members regarding new changes in the applications.
* Attending the offshore/onshore status meetings to discuss about application status, incidents etc….