Rajeev Kumar Singh

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# **SYSTEM ADMINISTRATOR/APPLICATION SUPPORT/ MIS/ TECHNICAL SUPPORTS**

# Total work experience of **7 years 6 Months** as an Application Support and System Administration with including database back-up, application and client/ server support.

**Technology Summary**

**Operating Systems:** Windows 7, Windows Server 2005/2008/2012

**Software:** Oracle 10G, 11G,SQL, Asp .net, MS-Office, Business Applications

**IT Experience**

## **SRL Limited. Ranchi Location**

## **Tenure: August '2009 to Current Working as a Application Support/System Support/ MIS/Technical Supports.**

Application’s Supports SRL Report, Online Clims,Clims,Interface,1 key, CC-Direct etc...

Developed in platform: Crystal.Net, Window Server2003 R2, Window Server2008 R2

**Highlights: Roles & Responsibilities**

* **PROVIDE L2 Application support & System Support** to client over Incident Management tool, EMAILS, ON-CALL, CHAT, remotely desktop sharing with user through Team Viewer.
* Installing and upgrading SQL server and related tools.
* Planning and creating database required for production.
* Implementing and enforcing database security.
* Plan and implement backup and restore
* Shrink of data and DTS
* Perform capacity planning required to create and maintain the database
* Create configure Replication of database
* Migrating SQL server 2000, 2005
* Performance Monitoring of windows server 2003.
* Performs operational support software platform to view the content ids and create ids of employees to login and access the software through database SQL server by using some basic queries like select, Insert, Update.
* Worked as Developer in the team modify various interfaces and added some new functionalities Also.
* Backup and Recovery database.
* Participate in conference meeting for new business requirement or any high level issue with client’s different regions.
* Read mails & revert accordingly and provide information comes in the mails to the concerns.
* Take the full ownership of Incident and work closely if required worked with different desk & teams or if the issue is out of scope escalate the call to L3 level team or other department depends on the issue.
* Resolve the issue as per **SLA** guidelines, manage escalations and maintain SLA for high Priority issues.
* Log Internal Daily Activities in the system & create ticket for those.
* Analyze and resolve issues reported by client by means of knowledge
* databases, technical analysis, verifying customizing entries and related parameters.
* Find the Root-Cause-Analysis for complex problems.
* Report errors/bugs to Development.
* Responsible for post validation of applications after patching and ensure the work is completed on a schedule outside of core business hours
* Install, configure, troubleshoot, diagnose, and resolve problems with business application.
* Update and Resolve the ticket in Incident Management Tool as per the guidelines.
* Prepare Knowledge Base document of any new Issues for further use.
* Hands on experience on server (Windows) and database platforms (SQL Server 2005), Oracle 9i,10G, 11G
* Knowledge of Installation of Oracle, Operating System, SAP, 1 Key, Clims and Device like

Scanner, HP printer, Barcode- printer Create Domain id

* Working in **24\*7 support** & always flexible for the shift as well.

**Key Skills**

End-user Support

Client Relationship

Project Management

Installation, configuration

Monitoring

Incident Management

Problem Solving

Handling Escalation Call

Find the root cause of

Issue

Troubleshoot, diagnose

And resolve problems

With business application

System Up gradation

Windows Server 2003R2

Windows Server 2008R2

**Education**

**BCA**

(Indra Gandhi National

*Open University)*

**Intermediate**

J. N. College

Dhurwa

*(JIEC, Ranchi)*

**Secondary School**

**Education**

D.A.V Public School

*(C.B.S.E)*

Knowledge of upgrade projects on OTM area to Oracle Ebiz versions

Good understanding of Core DBA.

Knowledge in OTM/EBS installation support. Knowledge of eblogic Admin Activities.

* Responsible to develop and maintain the databases of the organization
* Build up the database architecture and models
* Design the schemes, permissions and tables for database as appropriate for its use
* Install, configure and upgrade the server to suit the database needs
* Design automated systems to mine information and make reports
* Provide inputs for developing newer versions of databases customized to peculiar needs
* Include objects in database like tables, views, functions, triggers, etc.
* Control the access for database by giving security password and permissions
* Researched markets for advancements and advocated the use of new database technologies
* Provided constant online or on-call assistance to end users for handling their queries
* Maintained a backup or recovery options to retrieve the lost data
* Performed data cleansing and data migration functions
* Assisted in building strategies for installing and improving the database
* Inspected the operations of the database as per the standards set by the organization
* **Customer Relationship Management**: Actively provides service and technical support to the clients with the help of CRM TEAMS.
* **Training**: Providing refresher training (Soft Skill and Customer Executive Skills & Business process) to the existing and the new joiners

**Projects: -**

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| **Clients** | 12 SADAR HOSPITALS LABS IN JHARKHAND, SRL RANCHI, GORAKHPUR |
| **Period** | AUG 2009 TO CURRENTLY |
| **Role** | Project Handling, IT Supports, Technical Supports |
| **Application** | CLIMS, SRL REPORT, ONLINE CLIMS, INTERFACE |

* **SRL RANCHI LAB, SRL GORAKHPUR LAB , SADAR HOSPITAL HAZARIBAGH, KODERMA, BOKARO, JAMTARA, DUMKA, SAHIBGANJ SADAR. CC-DIRECT FOR COLLECTION CENTRE OF COMPANY**

**Project Description:** This project is for Installation and configuration of Applications for medical device like scanner, Dade baring RXL Dimension ,Beckmen Coulter AU48, Back men Coulter Act diff5, Cliniteck status, Centaur CP,Bio-Rad D-10 and for other medical devices, Configuration path setting, backup the data in database, database connectivity with application. So the changes also required in all location as mentioned here User Principal Name (UPN) database, Application configuration, certificate files. Create Domain ID and Maintenance CC direct.

**Professional certification**

**MCA (pursuing) from IGNOU. BCA from IGNOU (2007), Oracle Certified Associate, Oracle Certified Professional, Oracle Training in SQL STAR INTERNATION NEW DELHI**

**PERSONAL DETAILS**

Name : Rajeev Kumar Singh

Date of Birth : 03 March 1982

Gender : Male

Nationality : Indian

Marital Status : Unmarried

Father’s Name : Ramayan Singh

Languages Known : English and Hindi

Hobbies : Listening Music and Playing Game.

I declare that information given above is true to the Best of My knowledge.

**Place: -** Ranchi (Rajeev Kumar Singh)