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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 Telecom 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.COM COMPUTERS from YOGI VEMANA UNIVERSITY in the year of 2020 with 71%

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| **Professional Experience** |

* Currently working as Production Support Engineer for **WIPRO LTD** Bangalore from May 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, OracleSQL Developer
* Languages :SQL,PLSQL and Shell Scripting.
* Scheduling Tools : Crontab and Autosys

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| **Project #1 details** |

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| **Project** | Network Management System-South east Region (NMS-SE) |
| **Client** | Bellsouth |
| **Platform** | UNIX, SQL, PLSQL, Shell Scripting |
| **Role** | Production Support Engineer |
| **Team size** | 12 |
| **Duration** | May 2020 to till now |

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| **Project Description** |

Network Management System-Southeast Region (NMS-SE) system provides a consolidated control point to the multi-vendor multi-media DSL/Broadband network. It supports Network Element Creation and Configuration along with its fault management and correlations. It also manages service order flow which includes service order processing, activation and also repairing. It is a highly scalable system with 99.9% automated flow-through rate for service order processing and provisioning. It supports all southeast broadband access including DSL, FITL, and Gigi-based access and evolving PON architecture. The Broadband NMS (DSL NMS) application provides network and service management functions for end-to-end provisioning, maintenance, and administration of the ADSL Fast Access service. **Description**

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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.