## Gangadhar Surabhi

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**Carrier Objective:**

To secure a position where I can efficiently contribute my skills and abilities for the growth of the organization and build my professional career.

**Professional Summary:**

* Having around **1.3** years of IT Experience in Banking domain as Production and Application support.
* Having experience on **UNIX** and **Oracle**.
* Good Knowledge in **Banking** and **Telecom Domain**.
* Excellent communication and interpersonal skills with a keen understanding of business.
* Having good knowledge in Autosys Schedulers, to schedule jobs and create JIL programs as well.
* Good Exposure to write **SQL Queries** using **Joins** and **Sub queries** to retrieve data from
* Database.
* Good working Experience in UNIX and Shell scripting.
* Extensively worked on FTP and SFTP commands.
* Good knowledge on **AWK , SED, Find, Grep** and **VI editor** commands in UNIX.
* Good Team Member, positive attitude and Self-motivated, quick Learner.
* A good team player focused towards completing the tasks well before the deadline.
* Having good knowledge in ITIL (Information Technology & Infrastructure Library) Process.
* Good understanding on Incident Management/Problem Management
* Has ability to learn new software tool in a short span of time.
* Strong written and verbal communication skills.
* Having good knowledge in **Crontab** and scheduler
* Having sufficient workflow knowledge in ITIL (Information Technology Infrastructure Library).
* Working in 24/7 support and solving all the issues as per SLA.
* **Interacting with Clients** through Call, Mail or Chat.

**Educational Qualification(s):**

* B.Sc Computers from Y.V.University in the year of 2018.

**Technical Skills:**

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| --- | --- |
| **Languages** | Unix Shell Scripting ,SQL, PL/SQL |
| **Tools** | WinSCP, Autosys, Putty,BMC-Remedy,JIRA |
| **RDBMS** | Oracle 11g/12c |
| **Operating Systems** | Red-hat Linux,Windows,Unix |

**Experience Summary:**

* Working as Engineer in IBM Since Aug 2020 to Till Date.

**Project Details:**

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| **Project Name** | SCaRT | |
| **Client** | AT&T USA | |
| **Duration** | Aug 2020 to Till date | |
| **Technologies** | | Oracle 9i, 11g/12c |
| **Tools** | BMC Remedy, JIRA | |
| **Environment** | Windows and UNIX | |
| **Role** | Associate Software Engineer | |

**Description:**

The Studio Telecommunications department provides phone services to its Corporate and Production users. Subscriber profiles and call data records are stored in Pinnacle. Pinnacle offers complete Service Lifecycle Management (SLM) solutions designed to streamline the support and delivery of all of the telecom and IT services, while also providing with powerful business intelligence. The customer base of Pinnacle includes telecom customers, telecom billing users and telecom coordinators. The Pinnacle to SAP interface posts the call summary and billing information from Pinnacle to SAP. Main feature of the interface is the UNIX shell script

**Roles & Responsibilities:**

* My role is L1 Associate Software Engineer.
* On Call Coverage- Resolving the issues based on priority.
* Monitoring the ticket tool and job scheduling tool and acting on the issues based on the priority.
* Enhancing the existing shell scripts and SQL queries according to the customer requirement.
* Hands on Experience in writing database queries.
* Forwarding to deeper support team if any major changes required.
* Extracting the health check status of applications from ITRS and sharing to the client on regular basis.
* Finding out the root cause of performance SQL Queries and resolving accordingly.
* Writing the new JIL programs and monitoring the jobs those scheduled by Autosys.
* Scheduling the jobs using crontab command in UNIX.
* Provided support to client on 24\*7 bases.
* Interacted with Client & User by Chat, Telephone & Mail.
* Performing the monthly, weekly activities and validating the data using the existed reports.