**SIVA SANKAR**

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**CAREER OBJECTIVE**

To associate with a company where I can utilize my skills and gain experience while enhancing the company's productivity and reputation.

**Profile Summary**

Having 2+ Years of experience in the field of Production Support/Application using technologies like Unix, Shell Scripting, SQL and ITIL process.

* Well versed with the process of Deployment and Application/Production Support.
* Hands on experience in the area of UAT and Production Environments.
* Have worked on L1 and L2 roles.
* Good knowledge in **Banking** and **Telecom** Doamin.
* Worked on scheduling/monitoring jobs in Unix/Linux Servers.
* Extensively worked on **FTP** and **SFTP** commands.
* Having good knowledge on **Autosys** scheduler.
* Strong knowledge in database objects like Tables, Views, Indexes, Synonyms and Sequences.
* Extensive Experience in developing Stored Procedures, Functions, Triggers and Packages.
* Involved in Explain Plan for Query Optimization and having knowledge in Performance Tuning.
* Experience in Conversion Flat file using SQL \* Loader.
* Proficient in UNIX commands, Shell Scripting on Linux.
* Experience in Oracle on UNIX platform.
* Understanding the Requirements of the users and providing solutions.
* Ability to communicate and interact well at all levels.
* 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.
* Ability to work well under pressure within a team and also as an individual adhering to strict SLAs.

**Education Details-**

* **BSC COMPUTERS** From **S V UNIVERSITY** in the Year of **2012**.

**Professional Experience: -**

* Currently working at IBM from Nov - 2019 to till date.

**TECHNICAL SKILLS**

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| --- | --- |
| * **RDBMS** | Oracle 11 g |
| * **Languages** | SQL, UNIX |
| * **Ticket tracking tool** | Remedy and Service Now |
| * **Other Tools & Utilities** | Service Now, TOAD, PUTTY, Oracle SQL developer And Jira |
| * **Scripting Languages** | Shell scripting |
| * **Query Languages** | SQL |
| * **Operating Systems** | Windows, Linux |

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| --- | --- |
| **PROJECT HANDLING** | |
| **Project:** | SASF |
| **Client** | Standard Chartered Bank |
| **Duration** | 2019 Nov –Till Date |
| Technology | Unix, Shell Scripting, Oracle (SQL) |
| **Description** | SASF Epsilos offers a user-friendly feature set designed to create industrial-strength email and cross-channel campaigns. Personalize them with dynamic content and deliver them with fewer errors.  SASF also provides Composer, a powerful visual editor that lets you create complex, multi-faceted campaigns with drag-and-drop simplicity. Use Composer to design, automate, and test multichannel programs – including email, SMS, mobile push, ad retargeting and more – and trigger the campaigns according to subscriber activities, events, and real-time behavior data. |

**Role & Responsibilities**

* 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.
* 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.
* Performing the monthly, weekly activities and validating the data using the existed reports.
* Responsible for resolving the user queries.
* Responsible for providing the support in L1/L2 level depending on the priority of the issues to meet client’s SLA.