**BIJAYA KUMAR**

**E-mail- bbijay785@@gmail.com** **Phone:(No)-+91-9778686536** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Career Objectives:**

To give a significant contribution to an organization through the best utilization of my skills and abilities.

**Professional Profile:**

* Having 4 years of experience in the field of IT Support.
* Provided constant technical support for applications to ensure optimal durability and reliability Investigated and resolved technical operational issues of the applications.
* Collaborated with cross functional teams to analyze, investigate and diagnosis root cause of problems, as well as completion of corrective actions. Engaged at a basic technical level in discussions to evaluate those solutions, and publish Root Cause Analysis (RCA) report.
* Worked closely with the developers of applications to advise concerning changes on system-levels.
* Effective and rapid response to major incidents, also chair all major incident and operation review meetings & technical bridges further develop and maintain the service management process.
* Troubleshoot, diagnose and route problems with outages for applications in production, desktop, SQL server.
* Logged and prioritized all Requests for Change (RFC) with all required information to an appropriate standard and presented the daily and weekend FSCs (Forward Schedule of Changes).
* Liaised with Problem Management and Development teams regarding the progress of problems assigned. Kept customers informed re-status of their individual issues/incidents.
* Installing Applications on the user’s Machines and troubleshooting any issues related to using the applications, strategize and collaborate with knowledge analysts to ensure that the service desk has appropriate knowledge documents available for use in resolving customer issues.
* Collaborate with other internal and external groups on solving complex technical issues and developing innovative solutions.
* Responsible to resolve the issue based on the Priority and SLA of the Client.
* Providing Technical support as per priority base like P1, P2 and P3.
* Performing the smoke testing and Report the status to TL.
* Involving to preparation of the Test Plan.
* Write test cases and execute the test cases.
* Interacting with Client on daily basis.

**Technical Skills:**

* Operating Systems : Windows XP, Windows (7, 8.1, 10), Ubuntu, LINUX.
* Language : C, Python Scripting, Manual Testing.
* Databases : SQL Server, PL/SQL, Oracle
* ITSM : Service Now (SNOW), SAFARI
* Microsoft Tools : MS Office (Word, Excel, Access, Power Point, Outlook)
* Network Skills : TCP/IP, LAN, WAN
* Hardware Skills : PC assembling, Formatting, Partition, Drivers Installation, Windows(XP, 7, 8.1, 10)

**Education Qualification:**

* Successfully completed 3 years Master in Computer Application (MCA) from BPUT, Odisha in 2013.

**Work Experience:**

* Currently working as an Application Support Engineer in Botree Software International Pvt. Ltd., Chennai.
* I had 3 years of work experience as Technical Assistant in Deputy Director of Horticulture, Ganjam, Odisha.

**Certification:**

* Oracle Workforce Development Programme (Oracle 10g Administrator).

**Project Profile:**

**Project # 2**

**Title : CORE STOCKY**

**Client : AMUL**

**Duration : Feb 2018 to Till**

**Role : Associate Support (L1, L2).**

**Project Description :**

* This is an ERP based (Supply Chain Management) Project and is use in all AMUL Distributor in PAN India.

**Roles & Responsibilities:**

* Provide technical second-level product support for company's Application.
* Well versed with SQL (Constraints, Joins, Sub query, etc.) and Troubleshooting.
* Experienced in Console level activity of server such as scheme Re-download, Purchase Re-download and Product level Tax setting, unlocking the end-users database.
* Answer technical support queries and implements fixes for application problems.
* Provided functional and technical support, troubleshooting and diagnosing hardware and software problems.
* Responsible for tracking of trouble tickets and resolution of escalated support incidents.
* Reporting of status to project team and management.
* Coordinates with customers to resolve technical support issues.
* Investigating bugs, errors and new feature requests.
* Wrote and executed SQL queries for reporting and research purposes.
* Tracked, logged and responded to support tickets. Performed user account maintenance, managed incidents and provided resolution for end-users technical challenges.
* Ensured that complex defects and problems were resolved through production releases and upgrades.
* Creating change request and supporting things for CR.
* Performing data backups & restoration, file replications and script level changes in end users system.
* Monitoring and troubleshooting application issues on daily basis
* Auditing tickets on a daily basis prepare daily reports, weekly reports monthly reports to track the SLA adherence and to facilitate the monthly review meeting of the project which involves the stakeholders.
* Liaised with Problem Management and Development teams regarding the progress of problems assigned. Kept customers informed re-status of their individual issues/incidents.
* Experienced in handling Change Request and new version release as per clients requirement.
* Experience in downloading missing data (Product, Purchase, Batch, etc.) from Console.
* Involving to preparation of the Test Plan.
* Write test cases and execute the test cases.
* Interacting with Client on daily basis.

**Project # 1**

**Title : MGNREGA**

**Duration : June 2014 to Nov 2017**

**Role : Technical Associate**

**Description :**

* “Mahatma Gandhi National Rural Employment Guarantee Act"(MGNREGA), is an [Indian labour law](https://en.m.wikipedia.org/wiki/Indian_labour_law) and [social security](https://en.m.wikipedia.org/wiki/Social_security) measure that aims to guarantee the '[right to work](https://en.m.wikipedia.org/wiki/Right_to_work)'.

**Roles & Responsibilities:**

* Identification of works as per the Gram Sabha resolution on works.
* Preparation of estimates for works in standard prescribed templates.
* Capturing measurements and recording details of works every week or soon after the closure of muster rolls whichever is earlier.
* Validating the initial measurement of work taken by mate.
* Be responsible for work quality.
* Maintenance of measurement books.
* Mentoring mates and GRSs on measurement and quality of works.
* Building technical capacities of mates and GRSs.
* Part of internal quality supervision team. The team comprises technical staff at the block and district level of Intermediate and District Panchayats and that of Line Departments.
* Part of Village Resource Group. The village resource group facilitates the planning process at the village level for convergence.
* Make available index map and relevant records to State Quality Monitor during their visit.

Bijaya Kumar Barik