SUNIL KUMAR

E/4/3 TF COMPLEX

EA BLOCK SECTOR 1

SALTLAKE

KOLKATA–700064  **Phone No:** +91 8981817996

WEST BENGAL E-mail: sunny.sunilraj@gmail.com \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OBJECTIVE**

To seek a challenging position in a growing organization giving me scope to display and enhance my technical, analytical and managerial skills with an opportunity for performance-based progression thus leading to personal advancement and organization’s growth.

**PROFESSIONAL SUMMARY**

* Having **5.10 yrs** of experience in IT/Software industry as providing Level I/II **Production support, Application Support, Implementation** and live **testing production environment.**
* Strong **SQL skills** including hands-on experience with Oracle server, In depth knowledge of **Oracle(Sql).**
* Holds Strong experience of Working in strictly **time bound environment** and providing resolution of Incidents within **agreed SLAs**.
* Coordinating **support activities, patches deployment** and new releases deployment with external vendors and numerous internal teams.
* Hands on experience of basic **database troubleshooting, tuning, performance analysis, importing/Exporting dumps** , various database maintenance activities and keeping close eyes with various production and **archival schema & table-spaces.**
* Involved in **RCAs and hang analysis** of application and OS in production servers and analyzing for bugs and performance timing of application in **reporting architecture**.
* Good working knowledge over **Banking Domain**, Banking Applications(Edesk).
* Having good experience of **Tracking and investigating issues** submitted by clients through email ,telephone and customized problem management **tools**, resolved them by using innovative analytical and troubleshooting skills and **documented/Shared** those solutions into Help-desk portals while monitoring the overall quality of incident.
* Arranging product based knowledge sharing sessions to freshers , giving issue based KTs

to peers, making fresher’s aware of banking payments flow and publishing internal issue based documents in team.

ACADEMIC QUALIFICATIONS

|  |  |  |
| --- | --- | --- |
| **Qualification** | **University/Place** | **Year** |
| **MCA** | SMU KOLKATA | **2011** |
| **BCA** | MCURPV BHOPAL | **2008** |
| **Higher Secondary** | JAC RANCHI | **2005** |
| **Matriculation** | JSEB RANCHI | **2003** |

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Operating Systems** | **Windows** |
| **Databases** | **Oracle9i, 10g,Postgres** |
| **Web technologies** | **HTML, XML,** |
| **Banking Software** | **E desk,** |
| **Tools** | **SqlDeveloper ,Visual Studio,Notepad++,MS-Office,SQL Squirrel** |

PROFESSIONAL EXPERIENCE:-

**VSoft Tech. Pvt Ltd, Kolkata March 2013 - Till date**

**Technical Support/Implementation Engineer**

Products : CTS(Cheque Truncation System)

**CTS** - Check Truncation System offers the opportunity for commercial and central banks to dramatically reduce overall payment system operational costs, substantially speed up the clearing cycle, reduce unproductive float from the country's check clearing system, and cut check fraud. The greatest benefits from check truncation occur when the physical check is converted to electronic data (financial and image) at the earliest point in its collection cycle.

**Roles and responsibilities:**

* Have been an active team player for all CTS related issues. Good at taking ownership of assigned task always craved to deliver error free work.
* Taking initiative as a central point of contact in resolving issues/facilitate in mitigating issues that take place in the production environment
* Monitoring Oracle 10G database performance, database logs, Top activity, Hang analysis, Table-spaces, using Oracle Enterprise Manager (OEM).
* Troubleshooting issues in production .Interaction with peers in customer organizations to troubleshoot interface issues.
* Generating reports, monitoring application on daily basis for Development Team.
* Monitoring and performing Data migration process followed by the execution of required SQL scripts.
* Import and Export into various schema's and taking backup of the dump files.
* Worked with other DBAs, System Engineers, Software Developers, and Project Management to ensure database performance, and applications.
* Provide technical Support to the following banks.(A) Allahabad Bank(B) IOB (C) Punjab & Sind Bank (D) Axis Bank (E) Kotak Mahindra Bank (F) GPO (G) Bank of Maharashtra & Many Co-Operative Banks
* Provide production database support in 24x7 operations environment.

Coordinate production database maintenance activities (backups, table spaces, hang

analysis etc)

**PERSONAL INFORMATION:**

Name :  **Sunil Kumar**

Father’s Name :  **Sri Suresh Ram**

Civil Status : **Indian, Male.**

Date of Birth : **13th**  **Jun 1988.**

Languages Known : **English, Hindi, Bengali.**

**(SUNIL KUMAR)**