

Hari kothapalli

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Seeking a career in an organization having an environment that encourages continuous learning and provides exposure to new technologies and to utilize my software skills and abilities in the Information Technology industry that offers Professional growth while being resourceful, innovative and flexible. To obtain a challenging and demanding job in Interactive Design and Development that will further enhance my knowledge and skills towards the growth of the company.

PROFESSIONAL SUMMARY

- ☐ Having 2.2 years of Experience in Application Support / Production Support and I am providing L1/L2 Support Enhancement and Maintenances.
- ☐ Excellent knowledge on technologies such as SQL, UNIX, Shell Programming and PL/SQL.
- ☐ Working as a L2 Production Support Engineer
- ☐ Experience in Banking Domain
- ☐ Has Exposure in the Maintenance and Support of various Applications.
- ☐ Handling with the shift activity Turn Over's
- ☐ Good Experience in quick fixing of Bugs
- ☐ Extensively worked on FTP and SFTP commands.
- ☐ Escalates the incident to other team as well as to onsite team when ever required.
- ☐ Worked extensively on Incident, Problem, Change and Release Management.
- ☐ Good Experience in Resolving tickets and Change Request with SLA.
- ☐ Flexibility and adaptability in regards with new Technologies and Environments.
- ☐ Implementation of Documents according to the client requirement.
- ☐ Working in 24/7 Support and solving all the issues as per SLA.
- ☐ Involved in deployments, Patch & Release.
- ☐ Team Worker with good interpersonal, communication and fast learning skills.
- ☐ Good knowledge on UNIX commands and SHELL SCRIPT.
- ☐ Good knowledge on Scheduling jobs using CRONTAB scheduler.
- ☐ Good in writing Oracle SQL queries and PL/SQL procedures, functions and triggers.
- ☐ Good understanding on ITIL concepts.
- ☐ Having good knowledge in fresh Service Management and service now ticketing tool.
- ☐ Having adequate knowledge in Control -m to schedule and monitor jobs.
- ☐ (Job information Language) programs according to the business requirement.
- ☐ Highly Good team player with flexible and adaptable approach to work.
- ☐ Good Analytical and strong Interpersonal and excellent Communication skills ability to work in Team, ability to pick up new skills quickly.

EXPERIENCE

- ☐ Currently working in CSS CORP from Dec 2019 to till date.

EDUCATION QUALIFICATION

- ☐ B.Tech from RK College of Engineering Affiliated to JNTU KAKINADA university in the year of 2018.
- ☐ Intermediate from Sri Chaitanya Jr College with 92.8 in the 2014.
- ☐ SSC from Apswer School with 9.3 GPA in the 2012.

TECHNICAL ENVIRONMENT

RDBMS	Oracle, SQL
Languages	Shell Scripting, PL/SQL
Tools	Putty, Service now ticketing tool.
Operating Systems	Unix/Linux, Windows 2000/XP

PROJECT SUMMARY:

Project Title	:	Online Banking System
Client	:	Rabo Bank
Role	:	Production Support Engineer
Environment	:	UNIX, Shell Script, Oracle, PL/SQL
Team Size	:	13
Duration	:	Dec 2019 to till date
Tools	:	service now, control-m

Description:

The purpose of this project is to develop an on-line banking system that provides the customer to access their accounts online. Customer can View and Update account information, Funds transfer, Customize account. The system will provide all the banks facilities to its customers, including viewing account information, performing transfers, giving the customer an option of changing address, paying bills on-line, password retrieval, performing transactions, viewing transactions and the locations the bank and its branches. The system should also support an online enrollment facility for credit card customers and should allow customers to view their personnel accounts and to pay bills online from their account.

Roles & Responsibilities:

- ☐ My role is L2 Support Engineer.
- ☐ Resolving the Tickets based on SLA.
- ☐ Scheduling the jobs using CRONTAB command in UNIX.
- ☐ Good experience knowledge on INCIDENTS, PROBLEMS, CHANGES in ITIL process
- ☐ Developing scripts as per customer requirement by using Shell Scripting
- ☐ Developing multiple test cases as per client requirement in QA environment.
- ☐ Scheduling jobs in UNIX server by using Control-m
- ☐ Handling the issues related to installation, update, configuration, operations or performance.
- ☐ Updating the Customer's progress.
- ☐ Analysis and troubleshooting of issues in Production environment and resolve the issues.
- ☐ Optimizing the SQL queries.

- ❑ Used strongly typed datasets to Select, Insert and Update of the Database.
- ❑ Monitoring, Reporting and Scheduled by Control -m jobs
- ❑ Performing the Monthly, Weekly activities and validating the data using the existed reports.
- ❑ Fixing all PL/SQL job failures and re-run.
- ❑ Optimizing the SQL queries and enhancing the existing PL/SQL objects.