

RAM ARCHANA

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Objective

To be associated with a progressive organization that gives scope to apply knowledge and skills and to obtain a challenging position in the Software industry that would utilize my skills in Oracle , SQL, UNIX.

Professional Summary

Having around 2years of technical experience in **Production support** and in **Application support** in Banking Domain using technologies are **UNIX, Shell Scripting,** and **Oracle SQL/PLSQL.**

Worked on various projects using **SQL, UNIX** and Shell Scripting.

Having knowledge in **LOAN IQ** tool.

Attending Meetings with users and development team regularly.

Experience in L1 and L2 level of Production Support.

Good experience in resolving issue through tickets.

Quick Decision-making skills for problem identification and solution recommendation.

Seeking a challenging and responsible position in analysis, design and implementation.

Providing Production Support (L2 Level), and Maintenance to client on 24*7 basis.

Providing production support to applications and maintaining the SLA.

Responsible for providing the support in all production related issue.

Good knowledge in writing SQL queries.

Good knowledge on scheduling using Crontab command.

Having sufficient workflow knowledge in ITIL (Information Technology Infrastructure Library) process such as Incident, Change and Problem Management.

Having knowledge on **CI/CD** Process ,automated deployment using **Jenkins** .

Educational Background

B.tech in Computer science Engineering from BPUT(2018 - 2022)

Professional Experience

Working as Software Engineer at **Genpact** in Bangalore from AUG 2023 to till date.

Technical Skills

Operating Systems : Unix/Linux, Windows Family
Ticket Tracking tool : Jira and Service Now
Database : Oracle
Scripting : Shell Scripting
Tools Used : Putty, Oracle SQL Developer
Languages : SQL , Shell scripting and DevOps(CI/CD)
Scheduling Tools : Crontab and Autosys
Version Control Tools : Git , GitHub
CI/CD Tool : Jenkins
Domain/Verticals : Banking

Project Details

Project	Loan IQ
Domain	Banking
Platform	UNIX, SQL, , Shell Scripting,Java
Role	Application Support Engineer
Team size	9
Duration	Nov 2023 to till date

Roles and Responsibilities:

- Performing daily monitoring, reporting and being part of shift roaster in accordance with SLA/OLA and procedures
- Perform basic monitoring tasks.
- Perform initial high level investigation and escalate to relevant team.
- Ensure timely and accurate status reporting as per defined procedures.
- Good understanding of SLA/OLA to identify task priorities Incident, Request, Problem management as per defined guidelines
- Track all efforts accurately against all impulse entries.
- Ensure right data quality of Symptom/ Root Cause/ Severity/ Priority of all tickets.
- Regular update of status and comments on tickets.
- Ensure responsible team is correctly assigned in agreement with stakeholders. Follow up and define Post Mortems and Remediation actions to improve production
- Follow up with the relevant teams to ensure PM is published.
- Act on all remediation actions assigned as per timelines defined. Maintain good collaboration with internal and external partners
- Awareness of all stake holders for the feature/application.
- Participate in governance meetings/ interactions with stakeholders to understand the concerns and share updates. Change management and smooth transition of services
- Aware of upcoming changes and related impacts.
- Consult with right contacts on the impacts. Ensure Knowledge base and training material are up to date (Jive, known error database etc.) and contribute towards knowledge sharing.
- Make sure the documents are relevant and up-to-date .
- Ensure the documents are simple & can be clearly understandable.
- Keep track of the changes made into the documents are well maintained & circulated with all team members Anticipate and propose action plans for continuous improvement on production to gain efficiency, stability, etc.
- Identify improvement areas on production processes.
- Identify automation used cases. Contribute to sustain and improve production support practices.
- Adhere defined production support practices.
- Participate in Production Leagues Trainings/Sessions Preparedness to be part of autonomous feature teams.

Declaration

I hereby declare that the above mentioned information is true to the best of my knowledge and belief.

Date:

Place: Bangalore

Archana Ram