

V Ramanna

E-mail:ramlaxman4987@gmail.com

Phone:+91-6281702780

SYNOPSIS

- ✓ Technical **3 years experience** in the areas of **Production Support & Implementations**, Application Enhancement, Requirements Analysis, Testing & Maintenance at client site **Oracle 11g, UNIX**.
- ✓ Having good work experience in software industry with Application development & Support in **Retail domain, Banking (FI & Investment Banking) & Healthcare**.

Professional Experience

- ✓ Presently working as a production support **Engineer** in **IINFOCOMM IT SERVICES PVT LTD**
- ✓ Having brilliant experience in information Technology industry specializing in **ORACLE(SQL),UNIX**
- ✓ Experience in monitoring production server, providing complete Non-Outage and Root Cause Analysis
- ✓ Support in USA Client.
- ✓ Interacting with Clients through Telephone, E-mail or WebEx.
- ✓ Technical Knowledge – **Red Hat Linux AS, UNIX , ORACLE 11G**

Experience Summary

- ✓ Having good knowledge of database management system in the **ORACLE (SQL)** on Application Programming Enhancement and **Production Support environment** with different flavours of Unix
- ✓ Having very good knowledge about **Application, Production Support and Maintenance**.
- ✓ Exposure to **Incident Management, problem Management, Change Management**
- ✓ Data **Archival**.
- ✓ Exposure of **UNIX** and **Job scheduling**.
- ✓ Scheduling, monitoring and troubleshooting jobs via **CRONTAB**
- ✓ Ability to interact with clients and hosting bridge.
- ✓ Involving investigating the root cause if any job failure takes place in **AUTOSYS**
- ✓ Good experience in resolving issue through tickets within **SLA**
- ✓ Taking corrective action (bug fixes/patches) and Root cause analysis.
- ✓ Working in **24/7 Production support Engineer**.
- ✓ Used **FTP** to transfer files between different servers through **WINS CP**
- ✓ Excellent skills with UNIX environment commands like cd, find, move, copy, remove and grep commands.
- ✓ Experience in job monitoring and scheduling using Autosys tools with UNIX commands.

ACADEMICS

B.COM –COMPUTERS from SK University in 2017.

Computer Forte

Technical Skills

- Database : Oracle
- Case Tools : Toad 3.3
- OS : Unix

Project #1:

Project Name : LLOYDS BANK
Domain : Banking
Client : LLOYDS BANK
Technologies : Oracle, UNIX
Programming Languages: SQL, PL/SQL
Duration : SEP-2020 to Till Now

- Receive application issues from L1, users, operational centers through ticketing system as well as mails and phone calls.
- Perform day-to-day operations including health checks and maintenance activities in support of the application.
- Monitor ticket queues, including tickets generated from alarms (automated).
- Monitor & resolve all the tickets in our queue and resolve them as per SLA.
- Involved in Cab (change advisory board) calls/ Incident management calls.
- Fixing the issues by running sql queries and shell scripts to keep Payment Flow running without any interruption.
- Communicating with clients/end users towards the issue resolution.
- Monitoring file processing and daily running jobs (Autosys, ITRS and Emails).
- Documenting all the resolutions of the repetitive issues and updating Run Book.
- Managing shift transitions.

Project #2:

Project Name : Hindustan Unilever Ltd Unilever Group
Domain : Logistics Industry
Client : HUL - payment and credit
Technologies : Oracle, UNIX
Programming languages : SQL, PL/SQL
Duration : OCT-2019 to AUG-2020

- Generate reports manually in the database and send through via mail for user request.
- Job control system for scheduling, monitoring and reporting the jobs using Autosys.
- RFB Check for 3 to 5 hours priority of business times if any page loading issue or slowness.
- Access the database and query changes using SQL Developer Tool.
- Transfer files from windows server to Linux server using Winscp.
- Putty Configuration tool is used for login to different servers.
- Autosys tool used to ticket closing for raising issues in user side requests.
- Issue identification and escalation for using Geneos tools.
- ITRs Geneos tool to use multiple server alerts and monitor different server processes.
- Request the deal with incidents, changes, problems and other services to provide using Service now.
- L1 support for basic customer issues such as solving problems and fulfilling immediate requirements

PERSONAL SKILLS

- ✓ Working as a team player with strong communication, analytical and problem-solving skills.
- ✓ Proficiency at grasping new technical concepts quickly, utilizing the same in a productive manner within the stipulated time
- ✓ Detail oriented & efficient with strong organizational & interpersonal skills
- ✓ Ability to work independently with minimal supervision.

PERSONAL PROFILE

- ✓ Gender : Male.
- ✓ Languages Known : English, Hindi and Telugu.