SREEKANTH SREEKUMAR E-mail: Sreekanthamz00@gmail.com

Production Support Engineer Mobile: (+1) 480-372-1398

PROFESSIONAL SUMMARY

* Overall 5+ years of experience in deployment, troubleshooting, support services, Data reporting in clustered environment.
* Experience in support batch jobs maintenance (Autosys) for deployments/E2E Integration testing cycles
* Monitor the batch job streams round the clock, analyze and fix the issues within SLA.
* Eagle Application which is key area to support. Gained experience in key eagle modules required to perform day to day project work.
* Good Knowledge of Eagle Modules-ETL Centre, Automation center, System Management Centre, Data Vendor Console, Message Centre Console, Message Centre Editor, Scheduler.
* Ensure smooth running of production environment with minimum/no negative impact to business and less operational cost.
* Grant and revoke access to the users based on the user business profile.
* Create installation plans and install components/changes to non-prod and production env.
* First Line Support (Logging, Triaging, prioritization, tracking, and routing incidents reported by users).
* Resolve incidents escalated by L1 as per the agreed SLAs and timelines. Refer Run-Books for immediate resolutions. Coordinate with other support or dependency groups in case the incident has any linkage.
* Specialized in IBM Mainframe system. Provided end to end support to the Mainframe applications.
* Supported batch scheduling using vendor tools like Autosys, Ctrl M.
* Monitor the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
* Monitor the logs files, transaction logs and backup logs. Monitor the database related activities, respond calls from the Application support and developments teams.
* Perform functional, Non-functional and Integration testing – Preparation and execution of test cases.
* Experience in 24X7 on-call production support and troubleshooting issues on various Production applications.
* Well organized and proficient with details, excellent interpersonal and team skills
* Good knowledge of requirement analysis and validation, database design, solution design.
* Good ability to quickly grasp new concepts and technologies possessing problem solving skills.

TECHNICAL SKILLS

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| Products | Eagle, IBM Mainframe, Unisys Mainframe and Linux servers |
| Cloud webservices | AWS EC2, S3, IAM, Auto scaling and Resource Access Manager |
| Ticketing tools | Service NOW , Autosys,Jira |
| Databases | Oracle 9i/10g/11g, MS SQL SERVER 2005,2008, |
| CI/CD | Git hub, Jenkins, Maven and GIT |
| File transfer tools | Sterling Integrator, MoveIT |
| Other Languages/Tools | SQL, PL/SQL, Java and HTML, Java script, Node.js, D3.js, Bootstrap, CSS and HTML MS Word, MS Excel, MS Power Point |

EXPERIENCE SUMMARY

Client: TIAA September 2022 to till date

Role: Production Support Engineer

Location: New york/New Jersey

* Used Technologies Eagle/Autosys/Unix/SQL/Service Now/Sterling Integrator/MoveIT
* Monitor the batch job streams round the clock, analyze and fix the issues within SLA.
* Ensure smooth running of production environment with minimum/no negative impact to business and less operational cost.
* Grant and revoke access to the users based on the user business profile
* First Line Support (Logging, Triaging, prioritization, tracking, and routing incidents reported.
* Refer Run-Books for immediate resolutions. Coordinate with other support or dependency groups in case the incident has any linkage.
* Supported batch scheduling using vendor tools like Autosys, Eagle.
* Monitor the availability of the Database events like DB availability, Instance availability and the space availability of disk drives and file systems.
* Monitor the logs files, transaction logs and backup logs. Monitor the database related activities, respond calls from the Application support and developments teams.

Client: Charles Schwab Aug 2020 to till date

Role: Production Support Engineer

Location: Texas/phoenix

Responsibilities:

* Assisted in incident management, including problem resolution and tracking problems.
* Troubleshoot batch failures to determine cause (review AutoSys logs) and correct/escalate.
* Perform problem determination and resolutions (Root Cause Analysis).
* Scheduled Autosys Jobs using Jil for various applications.
* Created automation Scripts using Shell/Bash Script to automate reoccurring activities like disk space clean up, log rotations, send email alerts for High CPU utilization.
* Involved in Implementation plan Review meetings.
* Performed Monthly Reboots of the Servers.
* Review and analyze System out logs, Autosys logs and troubleshoot the batch failures by correcting known issues and determine the cause and escalate it to team.
* Troubleshooted and provide the root cause analysis on the various issues and shared knowledge based to the Team for trying the best to avoid reoccurrence of the issue.
* Experienced with various procedures and policies required for escalation and outage resolution with Strong documentation skills.
* Coordinate with tier 2 and tier 3 java production support assistants and prepare compiled reports of issues reported through telephone and e-mail
* Write and test codes for Java enabled web application
* Monitoring system resources, logs, disk usage, scheduling backups and restore.
* Utilized various monitoring tools like New Relic to proactively identify problems with systems, applications and networks.
* Deployed Jil files in Autosys and scheduled jobs.
* Supporting and working closely with application owners and senior business stakeholders.
* Troubleshooted various issues with Applications and assisted with Root cause analysis of the issue and documented the known issues in knowledge base and shared to Team for better assistance.
* Created Cron Jobs and Autosys Jobs using Shell Scripting/Jil for automating repetitive tasks.
* Configured AWS Identity Access Management (IAM) Groups and users for improved login authentication

Skills utilized: IAM, EB2, S3, EC2, Linux, Autosys, Service NOW, SQL, Looker, GIT, Shell Scripting and Microsoft team,java,Eclipse

Client: Friendly House October 2018 to April 2020

Role: Jr. Production Support Engineer

Location: Phoenix, AZ

Responsibilities:

* Worked on resolving day-to-day Level 2 and Level 3 production tickets for all the finance and HR applications.
* Team management from onsite and offshore. Incident, problem and change management process to make team followed the guidelines.
* Cross track co-ordination and P1/P2 support.
* Performed deployments on various environment like production, test etc.
* Worked on System troubleshooting and problem solving across multiple platforms (test and prod).
* Work with technical teams Network/Windows/Unix/DBA resources and achieve timely results.
* Test code with java enable web application
* Application System Monitoring, Performance monitoring, DB monitoring and acknowledge escalations within defined SLA.
* Supporting change management for any infra changes and test Prod system availability.
* Tracked ownership for Incident, problem, Change management.
* Reviewed and delivered the quarterly /monthly metrics within given SLA
* Strictly following ITIL standards for Incident and Problem management and adhere the entire Team

Skills utilized: Oracle11g (Sql, Pl Sql), Web Services, ServiceNow,Unix,java,Eclipse

Client: Vutolabs Inc June 2015 to March 2018

Role: L1/L2 Production Support Engineer

Location: Kochi, India

Responsibilities:

* Troubleshoot technical support requests received via phone, email, or support portal.
* Created Power shell/Bash for automated jobs
* Wrote SQL, PL/SQL, SQL Plus programs required to retrieve data using cursors and exception handling for L2 incidents
* Support to run Autosys jobs and monitor logs during deployments
* Resolve incident/change management ticks
* Document all troubleshoot and maintain central repository
* Created and modified SQL\* Plus, PL/SQL and SQL Loader scripts for data conversions.
* Developed and modified triggers, packages, functions and stored procedures for data conversions and PL/SQL procedures to create database objects dynamically based on user inputs.

Skills utilized: Unix, Power shell/Bash, PL/SQL, Notepad++, Autosys and Change management tracker

Client: Capita India Pvt April 2010 to February 2014

Role: IT Analyst

Location: Kochi, India

Responsibilities:

* Supported daily IT operations to ensuring reliability and minimal downtime.
* Maintained and ensured compliance with software licenses and maintenance agreements.
* Involved in procuring, configuring, and installing a variety of IT equipment.
* Provided support and troubleshooting to resolve technical issues for end users.
* Managed user accounts with Active directory.
* Supported and maintained network infrastructure and computing hardware such as routers/switches,wireless endpoints, laptops, printers, security cameras, phones and smart devices.
* Supported Microsoft Windows servers and desktop operating systems.
* Provided technical assistance to department’s business software applications and websites.
* Assisted in training staff in use of IT systems and procedures.
* Managed and supported IT Help Desk.
* Documented IT company policy, processes and procedures in managing IT Inventory.

Education:

Master in Computer Application from Bangalore University, INDIA.

Bachelors in Electronics from Mahatma Gandhi University, INDIA.