

**TEK09963** (Software Development - 7 + Year)

■ BTech

## Highlights

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- Focused IT professional offering nearly 7.5 years of work experience in the field of Production Support Engineering in the IT Industry
- Proficient in tools & technologies like Zoho desk and Zoho sprint administration workflow management
- Demonstrated ability to resolve critical P1/P2 incidents independently, proficient in change, problem, and incident management
- Expertise in managing end-to-end incident lifecycle and restoring normal service swiftly to minimize the impact on the business (internal users/ external customers)
- Provided training to internal teams and new joiners.
- Resourceful in identifying areas of bottlenecks & breakdown and taking steps to achieve zero accident & customer complaints through the application of troubleshooting tools like root cause analysis
- Strong capabilities in developing, implementing, and enhancing application production support knowledge management repositories, ensuring clear documentation of processes and procedures with periodic reviews
- Resourceful at managing the overall Technical Support Operations while ensuring maximum customer satisfaction by providing them with service / technical assistance and achieving delivery & quality service norms
- Possess excellent leadership, negotiation & interpersonal skills with strong analytical, team-building, problem-solving, and organizational capabilities.
- Having the two years of experience in AWS services and Monitoring.

## Skills

### Primary Skills

- MySQL
- Production Support

### Secondary Skills

- AWS
- Jenkins CI/CD

### Other Skills

- Grafana Monitoring
- AWS Services
- Primary: MySQL, Linux commands.
- Domain Knowledge: Travel
- Tools & Utilities: Postman API, Jenkins, Crone Jobs, Soup UI, Honey Badger, Sidekiq, Grafana, Zoho desk, Zoho sprint, DATA CLOUD, AWS Services
- Change/ Incident Management
- Troubleshooting & Debugging
- Disaster Recovery
- Production Support
- Project Management
- API Design & Development
- Root Cause Analysis
- Solution Deployment
- Process Excellence/Adherence
- MIS Reporting
- Client Relationship Management
- Leadership & Team Building

- Training, and mentoring the cross-functional team of 6 members
- Generating daily production reports and assisting relevant stakeholders in key decisionmaking processes
- Coordinating across all technical teams to ensure successful implementation of the incident, change, and problem management cases
- Analyzing and resolving critical production defects within established deadlines
- Collaborating with design and architecture teams to troubleshoot integration systems and deadlocks in threads
- Creating and implementing a new BO Integration with required features to optimize system performance
- Closing product and requirement issues within the targeted turnaround time (TAT)
- Designing and developing HTML bus ticket templates; troubleshooting and debugging in coordination with the Development Team
- Conducting root cause analysis of production issues, reviewing new & existing code, performing unit testing for new enhancements, and identifying ways to minimize errors through test codes, processes, and deployment
- Integrating API partners and offering real-time guidance to ensure seamless process
- Preparing and publishing rosters to ensure adequate staffing and workload distribution
- Proposing solutions related to B2B & B2C apps of Ticketsimply to optimize system performance.
- Having Knowledge on SalesForce Automation.

## Awards

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- Conferred with the Annual Excellence Award for 2020 - 2021 for outstanding contribution
- Recognized as Star Performer of the Quarter for Apr'2022 - Jun'2022 for overall Performance