**Jaysree Paul**

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**Address**: Villa 510, Symphony Park Homes, Road 8, Beeramguda, Hyderabad-502032

**Location**: Bangalore, Hyderabad, Pune or out of India

**Introduction**

Highly motivated, innovative, persistent, result-oriented and end-user friendly person. Disciplined, Project-Focused and work successfully either as a Team member or independent. Like challenges and treat them with grace of the process and possibility of recurrence in mind.

**Experience Summary**

* Associated with Tata Consultancy Services for more than 6**years**.
* Experience of almost 7years in IT as L2 (Technical/Production/Application support) in both product and service-based organizations.
* Worked primarily in the domain of supply chain, utility, BFSI (admin tool).
* Worked to support the application, enhance the system, maintain database and provide the best solution to the client.
* My technological forte is SQL, Unix, SAP SCM.
* Done certification and training on SQL, ITIL.
* Knowledge in Linux operating system and its environments.
* Having live experience and knowledge about online support processes.
* Basic understanding of Unix command, FTP, SFTP service, User management, disk and file system management in Unix/Linux.
* Time to time SSL upgradation.
* Making DR and KT plan.
* Closely working with automation team to automate the repeatetive manual activities.
* Ensure minimum downtime with pro-actively planned down time Activities.
* Upgradation of applications.
* Prepare reports using power BI and excel.
* An effective communicator with excellent analytical, relationship management and co-ordination skills.

**Technology**

Below is a list of important hardware, software products, tools and methods on which worked with.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Hardware | Software Products | Tools | Methods | Applications |
| **Operating Systems:**  UNIX/Linux, Windows Server 2012 R2/2008 R2/XP/7, | **Databases:**  SQL Server 2008/2012,Oracle 11-i. | Service Now, Sales Force, Jira, SSMS, Unix/Putty, Remote desktop connection, SAP SD, Power BI | Analysis,  Maintenance,  Application Support | Admin Applications: Pro-Watch, WhatsUp Gold, Security Centre, VMS, Guardian, Immix, EMS, Crest (real estate), SumTotal e-learning platform/Skillsoft. |

**Experience Details**

|  |  |
| --- | --- |
| **Sumtotal Experience** | 10 Months |
| **TCS Experience** | 6 Year(s) |
| **Total Experience** | 6 Year(s), 10 Month(s) |

Current Company

**Company Sumtotal Systems India Pvt. Ltd. (E-learning)**

**Period** April 2019 to Feb 2020

**Position Technical Support engineer**

**Responsibilities:** Taking care of the following responsibilities:

* Provide through support and problem resolution for customers.
* Resolve issues on various features of the product and database to resolve the issues.
* Works with internal team to determine the root cause of customer facing issues.
* Resolve all the priority cases in timely manner with less supervision.
* Provide in-depth product support to all the clients of SumTotal.
* Manage user access to the features available on product.
* Work on SQL to resolve issues.
* Research client issues on test environment and on their stage for quick resolution
* Create Knowledge articles on technical issues on resolved cases.
* Work on the tool’s salesforce and JIRA
* Validating customer site after every patching and upgrade.

Previous Company: TATA Consultancy Services

Assignment 1

**Title AIG Corporate Technology (BFSI Domain)**

**Period** January 2016 to April 2019

**Client Name** AIG GLOBAL SERVICES INC, USA

**Position Technical Support**

**Responsibilities:** Taking care of the following responsibilities:

* Closely monitor the CPU utilization, Disk space utilization of all the application production servers and accordingly perform house keeping, stop start services.
* Job includes resolving Application and database issues, Research user issues, Performance Monitoring, Identify potential problems and solutions. Following applicable Escalation Matrix, Application testing, Vendor Relationships, Prioritization of tasks & Cross team communication.
* Working in co-ordination with the DBA and other support vendors to make changes in database and Applications.
* Ensure patching and hardening has done correctly and post that ensure all the services are up and running by doing IVP.
* Time to time SSL upgradation.
* Identify the root cause of various production application issues by troubleshooting and with the help of error log files.
* Perform application installation and prepare the installation documents for future reuse.
* Prepare the implementation and roll back script as per client requirement for all Global Security, Crest and EMS servers and databases.
* Create DR/ARC plan for all the application servers and share them with business.
* Identify the repeated, known, manual processes And preparing KB article for them to share it with the help desk team and handover the task to them.
* Maintain file servers, directory services, disk space management, set up user accounts in unix environment.
* Looking after user's access recertification.
* Exporting heap and thread dumps for detailed analysis of an issue.
* Perform database maintenance which comprising of activities like:

Resolving database conflicts, orphan records cleanup, logs archiving etc.

* Coordinate with automation team to automate the manual activities for all the application of AIG Corporate Technology.

Assignment 2

**Title TATA steel & ABInBev (SCM Domain)**

**Period** April 2015 to December 2016.

**Position Production Support**

**Tools SAP MM and SD**

**Responsibilities:** Took care of the following responsibilities:

* Functional expertise: Pre-sales activities such as inquiry and quotation, and major business activities such as Pricing, Shipping, Transportation, and Availability check (ATP)
* Credit Management, Partner Determination, Output Determination, Bill of Materials and
* Variant Configuration.
* Billing Experience: Configured Billing Documents based on Billing Types and Item Categories, Customized Invoices. Intercompany billing, Third party billing, correcting invoice, Purchase order creation, purchase requisition creation
* Order to cash cycle, contract, Analyze customer order flow from E Commerce to SAP through Middle Ware system (PSO, CSO XML failure, Idoc analysis)
* Stock upload, Material master data management, Goods movements
* Designed customer master and customer account group.
* Pricing, customer offer, Bad debt, Customer overpayment Report
* Return exchange order, Goods Issue, Storage location, picking Packing.

Assignment 3

**Title** EDF energy (Utility Domain)

**Period** January 2013 to January 2015

**Position** Command Center executive

**Tools** Unix/Putty, TCS Cloud Plus Ticketing tools

**Responsibilities:**  Took care of the following responsibilitis:

* Monitoring Tickets/incidents ( Ticketing tools) as per priority and responsible for incident SLA's, monitoring Batch jobs and working on Batch file processing.Also doing basic troubleshooting of incidents on L 1 level.
* Monitoring and working on BI Batch tools/applications like Autosys, Informatica, SQL server 2013.
* Maintining SLA reports, Service Management, Incident Management, change request, SR creation, Change Management and SLA Management creating bridge calls and MIM calls establishment, creating process documents and SOP.

**Training / Certifications:**

|  |  |  |  |
| --- | --- | --- | --- |
| Year | Title | Location | Organized by |
| 2015 | My SQL/PL sql | Kolkata | TCS |
| 2018 | ITIL Foundation Course | Kolkata | SimplyLearn/PeopleCert |
| 2018 | RedHat Linux Certified Engineer (pursuing) | Kolkata | Academy of Engineering and Management |

**Qualifications**

|  |  |  |
| --- | --- | --- |
| Graduation B.A 2009  Karimganj College  Karimganj, Assam  MARKS: 50% (approx) | Higher Secondary 2006  Dharmanagar Govt. Girls Higher Secondary School  Dharmanagar, Tripura.  MARKS : 60% (approx) | Matric 2004  Dharmanagar Govt. Girls School  Dharmanagar, Tripura.  MARKS : 50% (approx) |

**PERSONAL DETAILS:**

Date of Birth: 16/02/1988

Marital Status: Single

Nationality: Indian

Permanent Address: Padmapur, Dharmanagar, Tripura (North), 799250

**Hobbies**

* Listening music
* Traveling and exploring new places
* Spending time with pets