**Needis Chakaravarthi R**

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**Summary:**

* 13 + years of experience as an application/production support specialist and technical lead with demonstrated success in supporting different Banking & Financial applications and its overnight batch processing for reporting and analysis purpose with Business User support. Good experience in working with Change Management and Ticketing tools.
* **Completed – ITIL V3, AWS Solutions Architect - Associate**
* Coordinated with the team in laying ITIL processing for the engagement and assisted the team to leverage the ITIL framework for enhanced quality of delivery.
* A good team player with strong problem detection and resolution skills.
* Strong hold on Control-M & ETL batch processing, along with Unix/Linux,.
* Worked in **Tech Mahindra Ltd**., Contract [Eye Global solutions Pvt Ltd] – 11 Months
* Working in **Cognizant Technology Solutions** India Pvt. Ltd.  From Jun,2007 – Till.

**Education:**

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|  **Title of the Degree**   | **College/University**   |
| Bachelor of Science  |  Thanthai Hans Roever College, Perumbalur/Bharathidasan University, Trichi, Tamil Nadu, India.   |
| Master of Science   |  Vysya College/ Periyar University, Salem, Tamil Nadu, India. |

**Technical Skills:**

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| Operating System   | Windows all versions & flavors, Linux & UNIX (Sun Solaris, & IBM-AIX)   |
| Programming Languages   |  Shell scripting.   |
| Databases & Tools   | TOAD, Precise, TFS, Documentum |
| Other Utilities   | Scheduling:            IBM Tivoli, work Scheduler Control-M and Crontab   ETL:                          Informatica , Beta 92 Web/App Server:  WAS, WPS  |

**1-Project Profile:**

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|  **Client Name**  |  First data |
| **Duration**   | Dec’2017 – Apr’2020 |
|  **Team Name**  |  ASI Production , Cognizant Tech Solutions, Chennai |
| **Operating Systems**   | Windows, Unix & Linux   |
|  **Team Role** |  Linux System Administrator |

**Roles and Responsibilities:**

* Daily system monitoring, verifying and reviewing all hardware, server resources, systems and key processes etc.
* Regular security monitoring to identify possible disturbance, performing daily backup operations.
* Investigating and troubleshoot all issues related to IT infrastructure for internal teams or clients using telephone/emails etc.
* Maintain operational, configuration, or other procedures. Performing regular updates and upgrades as and when necessary.
* Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and project/operational requirements of the company/client.
* Build, Deploy and Monitor applications in PROD / CAT.
* Health check / Monitoring / SLA / impact Reports.
* Experienced in production incident research and resolution.
* Servers-side and load balancer certificate management.
* Expertise in Server patching, database patching, Firewall and server issues.
* Co-ordinate Vendor related requests for change/fix/information/reports.
* Batch files processing and troubleshooting,
* Performance monitoring and fine tuning in Linux server.
* VMax migration activities in Linux Servers.
* File sharing using NFS and autofs in Linux servers.
* Incident & Request Management through Remedy and ticketing tool
* Monitoring and launching the EC2 instances with Docker images.
* Maintaining and managing Jenkins server. Monitoring and configuring several Jenkins builds and

the nodes.

**2- Project Profile:**

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|  **Client Name**  |  IFC F& T |
| **Duration**   |  Oct’2012- Sep’2017 |
|  **Team Name**  |  SOD (Segregation of duties) , Cognizant Tech Solutions , Chennai |
| **Operating Systems**   |  Windows, Unix & Linux   |
|  **Team Role** |  Unix System Administrator |

**Roles and Responsibilities:**

* Code deployment to Production server in both Unix and Windows
* Configuration changes, Task scheduling/Corn job addition, providing access to servers’ share path
* Implement any change requests in production and DR that is tested in lower environment from Application team based on the approvals and instructions
* Involves in Disaster Recovery testing and supporting load shift activities.
* Supports Quarter end and month end activities for the critical applications in both Finance and Treasury
* Monitor 200 + jobs which include critical batch jobs every day and sends status report to client on regular interval.
* Involves in file transfer’s (FTP/SFTP) with multiple authorized entities and to SAP server.
* Good knowledge in running SQL queries, command line or through Toad / SQL developer
* Code merge and branching and providing access to code for Application team in **TFS**
* Ensure application availability as per the SLA by monitoring the services and keep them up and running 24/7 as a team.
* Remedy monitoring and Jira used for ticketing tools.

**3-Project Profile:**

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|  **Client Name**  |  BNYM |
| **Duration**   |  July’ 2008 – Aug’2012 |
|  **Team Name**  |  AST Eagle Infrastructure Support, Cognizant Tech Solutions, Chennai |
| **Operating Systems**   |  Linux, Unix and Solaris  |
|  **Team Role** |  Unix System Administrator |

**Roles and Responsibilities:**

* Production Environment Support for Eagle a Enterprise Application on Solaris, Aix and Windows servers Checking File system spaces and clearing.
* Supported Infrastructure L2 team in Multiple Environments like (PROD, QA, Test and Dev).
* Implementation and troubleshooting of Application Server.
* Backup, Recovery activity of application on Upgrades.
* Handling Incident and Change Management Tickets on day to day activity.
* Migration and Upgrade activity is one of the major activity taken by L2 team.
* Version Control of Store Procedure and Files done by Harvest Tool a CA application.

Tickets Handled;

* Incident Management tickets handled by GEIRS Portal and Client tool.
* Change Management tickets handled by Remedy and Service center tools.
* Database Migration was taken care in all the Environments
* Precise Tool a Symantec Product is used to Monitor and Troubleshoot Database and their Weight and Bandwidth.
* Overnight Critical Events as per Business calendar are taken care by L1 & L2 team through Mainframe and Application.

**4-Project Profile:**

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|  **Client Name**  |  Swiss Re |
| **Duration**   |  Sep’ 2007 – June’ 2008 |
|  **Team Name**  |  BoF ASG Support, Cognizant Tech Solutions, Chennai, Chennai |
| **Operating Systems**   |  Unix, AIX and Solaris  |
|  **Team Role** |  Unix System Administrator |

**Roles and Responsibilities:**

* Monitoring jobs Scheduled according to the US and UK Business Calendar
* Checking the logs on different levels like Database level, Solaris OS level, and Application Server level if any jobs failed in all Environments.
* Monitoring Logs for errors and troubleshooting
* Database Exports/Imports files,
* Database RMAN backups & Daily documentum backups,
* Cherry Pick for moving data,
* Placing Files in UNIX,
* Resolving the tickets with in SLA,
* Periodic monitoring of Server utilizations,

**5-Project Profile:**

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|  **Client Name**  |  AT & T |
| **Duration**   |  Aug’ 2006 to June’ 2007 |
|  **Team Name**  |  EMAS (Enterprise Middleware Application Support), Tech Mahindra , Pune |
| **Operating Systems**   |  Unix and Solaris  |
|  **Team Role** |  Technical Associate |

**Roles and Responsibilities:**

* Performing Remote administration using putty, rcp, telnet, ftp.
* Checking File system spaces and clearing.
* Providing permissions for requested users with proper approval
* Checking system performance and tuning.
* Performing bounces of services according to rebooting schedule.
* Checking heart beat between nodes in the cluster using mmt tool.
* Investigating issues by logs.
* Investigate technical problems to determine the root cause, research and answer customer questions to expedite resolution of customer issues and to escalate issues.
* Provide input to Development organization or Software Engineers on (possible) updates that are needed to ensure product or solution quality.
* Monitoring the Problem Reports, Change Request and work toward to close the same.
* Maintaining the Production/Testing/Development File system.
* Work with various server management tools like Vantive,, ScriptIt and MMT.