**Mounika Reddy Kancharla**

Email: mounikareddygamidi2204@gmail.com​ Phone +91-9100940322

**Professional Summary:**

● Had 2.6 years of experience in Technical support.

● Experience in the area of ETL using Informatics.

● Having experience with IBM Mainframes in Batch monitoring.

● Monitor file transmissions from client

● Documenting and reporting on critical SLA's.

● Knowledge of High Availability (HA) and Disaster Recovery (DR) options for SQL Server.

● Having experience with SQL (Microsoft Server Management studios).

● Good knowledge on Unix commands.

● Well versed with Information Technology Infrastructure Library (ITIL)Management deals with Incident & CO.

● Excellent communication and interpersonal skills with strongwork ethics.

● Team player, highly productive, commitment and result driven in team and individual projects.

**Employment History:**

• Currently working as Process Associate at TATA ConsultancyServices from July 2018 to till date

**Education:**

• Bachelor’s degree in BBA from Siva Sivani degree College

**Project Details:**

**PROJECT**

**Project#1**

​  Project Name​​: SDR (Shared Data Repository)

   Client​​​: Humana, USA

  Environment​​: Informatic Power Center 9.6.1, MS SQL, Unix.

  Duration​​            : Aug 2018- 2019

 Designation: Quality Aanlysis

**Description**:

**Humana Inc.**is an American health insurance company based in Louisville, Kentucky. Humana had over 13.5 million customers in the U.S and 51,600 employees. In 2013, the company ranked 73 on the Fortune 500 list, which made it the highest ranked (by revenues) company based in Kentucky. It has been the third largest health insurance in the nation.

● Various kinds of data related to the organization and of the customers, logged in at different facilities belonging to different platforms are integrated and loaded in to the SDR.

● The legacy data sources such as the LV, Metavance (MTV), etc. and a few acquisitions are the various platforms from where the data is pulled into SDR.

● Initiate is an IBM powered tool that assists the SDR in Master Data Management (MDM).

● Depending upon the data stored in SDR there are several services that are run at the client level with the help of some specialized applications which help in better understanding the data.

**Responsibilities:**

● Monitoring and closing the service incidents, service requests assigned to our workgroups in CA Service Desk.

● To get the data from database by using SQL queries to provide it to different teams as they requested.

● Monitoring production jobs execution.

● Keeping service documentation up to date along with the creation of new documents that capture changes in the service area.

● Attend customer meetings as a representative from the Data Movement Service Team

● Perform adhoc tasks, requested by other teams.

● Need to perform analysis for the Existing workflows/sessions.

● Troubleshooting the failures related to workflows (ETL).

**Project#2**

Team Name​​: Application Operation Center

 Client​​​: Humana, USA

Environment​​: MS SQL, IBM Mainframes.

     Duration​ : July 2019 to December 2020

 Designation: Quality Aanlysis

**Responsibilities**:

● Outlook mailbox- Mailbox monitoring activities and sending out mails from common mailbox.

● Performing periodic and demand based validation activities on site and providing various business reports to the clients

● 24/7 support with Quick resolution of issues.

● Monitor scheduled batch jobs and batch cycles & escalate for system related issues.

● Coordinate and modify schedules for special requests and follow the customer business priorities.

● Invoke restart procedures in case of failures in the batch jobs.

● Execute re-runs as requested by the customer business and restart jobs according to the operation procedures.

● Create incident reports for job abnormalities in the incident management process.

● Execute jobs in JCL on daily basis to generate business reports.

● Notify the customer business if special request will affect the timely completion of other work and provide schedule status updates.

● Prepare and execute SQL server reporting packages (SSRS) & server integration services (SSIS) through SharePoint & Visual studios.

● Execute one-shot & collects different kinds of data from SQL Management Studio’s on SLA basis to publish weekly & monthly status reports to Business heads.

● Create Incidents & working with NOC team to restart the pharmacy servers in case of outage.

● Process the health reports to clients on Daily, Weekly & Monthly basis.

**Declaration:**

I hereby declare that all the information provided above is true to the best of my knowledge.

Mounika Reddy Kancharla

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