

**Prashant Jadhav**

Oracle, SQL, PL/SQL, UNIX, Application & Production Support Operations and Enhancements, Technical Support, Control M, IncidentManagement, Change Management& Release Management, ITIL

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Career Summary

IT professional Oracle Certified with around 7.6 Years of IT experience as a Software Support Engineer and actively involved in Support & development of software applications.

Excellent Client facing experience during implementations of BSS/OSS solutions at client sites of world’s major Telecommunications Service Providers such as US Cellular USA, T-Mobile USA, AT&T USA, Claro Chile, Claro Colombia.

Summary of Experience & Qualifications

Over 7.6 years of IT experience in Java web based applications, OMS, CRMOperations, Production & Application Support, Software Development, and Business Analysis specializing in Telecom Solutions such as, Amdocs CRM and Amdocs Billing (Enabler & Ensemble) and Order Management, Catalog Management, and Inventory Management solutions across the globe.

Telecom applications. Experience in Incident and Service request management, Problem and Change Management. Solid experience of establishing and working with onshore team.

Looking forward to excel in the field of IT through sincere and aimed efforts towards the fulfillment of personal as well as organizational goals.

**M.Sc (Computer Science) from, Pune University with First Class.**

Skill Sets:

RDBMS /DBMS: ORACLE 9i, 10g, 11g

Languages/Tools: AWS,SQL,PL/SQL,Unix,CRM,OMS, Splunk and Tiwoli Workstation(TWS) Incident Management, Change Management & Release Management,

 Control M, Java Web Based Applications

Operating Systems: Windows 98/2000/XP/7/10 Pro

Database tools: TOAD, Oracle SQL Developer, SQL \* PLUS

Project Summary

Project # 1

Project Name: AT & T USA

Title: Software Support Engineer

Employer: Amdocs

Client: AT & T

Environment: Incident Management, SQL, Java, UNIX, Tiwoli Work Station (TWS),

 BMC Remedy User (AOTS), Oracle 10g (Toad, SQL)

Description: It is an Application Production Support for Telecom/Billing Process.

Team Size: 6

Role: Software Support Engineer

Domain: Telecom

Duration: May 2016 – Jan 2019

Job responsibilities in this project include:

* Working with Development and Testing team for resolving complex issues on production
* Helping to testing team for testing new features on test and production environment
* Investing logs files for root cause analysis
* Applying operations work around as a corrective measure for production issues
* Daily operational activities for Projects.
* Monitoring all servers and transactions.
* Handling application related issues using Remedy 7.5.0
* Responsible for up and down the application in major releases
* Scheduling jobs using crontab utility
* Handling critical Job failures on production environment
* Interacting with the engineering and development team to solve application related Complete issue reporting and tracking till closure in ticketing tool.
* Ensuring Minimum escalations form clients and within the organization.
* Meeting all SLA requirements.
* Handled application related outages and resolve successfully
* Responsible for application health check status
* Complete ownership of L1 and L2 support.
* Software deployments
* Problem escalations
* On demand application startup/shutdown
* Individual customer tickets resolution
* Issues coordination and resolution
* Application impact analysis
* Second level support for operational issues
* Production issue investigation and coordination of resolution
* Production issue quantification and prioritization
* Outage and Incident support
* Understanding the functioning of the system.
* Collaborating with other verticals.
* To check/Analyze the transactions and logs and device settlements.
* To track down issues and raise the same in issue management tool.
* To support operational daily mails, chats and calls from clients, stakeholders.
* To help operational process documentation.
* To have operational manual work get automated.
* Support an DR / drill activities from an application services standpoint.
* Job failure handling
* Responsible for deployment of various production related shell scripts
* Monitor batch processes/map scheduling and executing through the scheduling tools and cron jobs
* Monitoring of Daemons/batch processes/maps
* Raising tickets (escalations) for execution issues
* Monitoring of operational dashboard
* Initial investigation of job failures
* Applying operations work around as a corrective measure for production issues
* Morning (prior to on lines) application validations
* New version design participation
* New version/project implementation preparation and validation
* Ad hock reports
* Upgrade support and validations
* Applying complex Work around
* Performance monitoring
* Sending daily reports to our clients

Project # 2

Project Name: USCC Order-to-Activation (OMS) Value Process Operations

Title: Software Support Engineer

Employer: Amdocs Ltd.

Client: United State Cellular Chanel (USCC) &Claro Chile and Colombia (Telecom)

Environment: SQL,PL/SQL,Java, UNIX, BMC Remedy User (AOTS), Oracle 10g (Toad, SQL),

 APM, STROM and SOMA Tool.

Description: It is a Telecom/Billing Process. CLARO team is responsible for ordering to activation service, Using Amdocs products like CRM, CM, OMS, SRM, AAM, AR. As a team member, it is anindividual responsibility to complete the service order for customer end-to-end with the good quality of service and minimum time of processing. Also need to deal with escalated customer tickets using Remedy tool.Service request are in a form of orders, which needs to be handled using DBMS queries and UNIX scripts. The work around needs to be followed for available cases or else need to do investigation with the business process knowledge and logs in order to complete request order successfully.

Team Size: 6

Role: Software Support Engineer

Domain: Telecom

Duration: Oct 2013 – April 2016

 Job responsibilities in this project include:

* Perform root cause analysis
* Jobs Monitoring & Error handling
* Jobs Scheduling
* Validation Reports
* Monitor performance and troubleshoot application related issues
* Responsible for deployment of various production related shell scripts
* Clearing / releasing orders which are stuck at different steps/scenarios, using APM, CRM, TOAD, putty
* Sending Stuck Order reports to Clients and concern Teams for itemized of Completed and Pending Stuck orders.
* Resolving / assigning Tickets thru Remedy Ticketing tool to concern Teams raised by Customer.
* Monitoring Alerts for DB/system down times and following with the concern team.
* Monitoring of operational dashboard
* Initial investigation of job failures
* Applying operations work around as a corrective measure for production issues
* Preparing / maintenance Run book and M&Ps.
* Issues coordination and resolution
* Production issue investigation and coordination of resolution
* Production issue quantification and prioritization
* Ad hock reports
* Upgrade support and validations
* Applying complex Work around
* Alert and alarm configuration

Project # 3

Project Name: AT & T Jewel

Employer: Magna InfoTech

Client: AT & T USA

Environment: SQL, UNIX, Tiwoli Work Station (TWS), BMC Remedy User (AOTS),

 Oracle 10g (Toad, SQL)

Description: It is an Application Production Support for Telecom/Billing Process.

Team Size: 6

Role: Application/Production Support Engineer

Domain: Telecom

Duration: Jan 2012 – Sept 2013

Job responsibilities in this project include:

* Outage and Incident support. Job failure handling.
* Responsible for deployment of various production related shell scripts
* Monitor batch processes/map scheduling and executing through the scheduling tools
* Applying operations work around as a corrective measure for production issues
* Second level support for operational issues
* Maintenance support
* Software deployments
* Problem escalations
* On demand application startup/shutdown
* Individual customer tickets resolution

Project # 4

Project Name: Business Intelligence Operations and Enhancement

Employer: Saama Technologies

Client: Genentech

Environment: Oracle 9i(Toad, SQL), Informatica Powercenter 8.6.1, Redwood, Unix

Description: It is a Production Support for Informatica Data Warehousing ETL Process.

Team Size: 2

Role: Software Engineer

Domain: Healthcare

Duration: 6 Months

Responsibilities:

* Operations Job Scheduling and Job Management
* Perform root cause analysis
* Redwood Job Execution
* Jobs Monitoring & Error handling (Oracle, Informatica & Redwood )
* Jobs Scheduling ( Informatica, Toad, Redwood)
* Validation Reports
* Monitor performance and troubleshoot application related issues
* Handling calls
* Interacting with the clients on a regular basis to discuss day-to-day issues and matters
* Provide support for 680 Informatica workflows/mappings(developed using Informatica 8.x and Informatica 9.x) which are running into Production environment at client location
* Conduct training and knowledge sharing sessions for the onsite and offshore developers and testers on insurance domain and functional areas.
* Ensuring top-quality deliverables from Saama to the client
* Provide support for code developed using Data Warehouse Administration Console(DAC) in order to achieve scheduling for ETL jobs
* Involved in data analysis and handling the ad-hoc requests by interacting with business analysts, clients and customers and resolve the issues as part of production support
* Involved in the development of Informatica mappings and preparation of design documents, technical specification documents.
* Actively participating in proving technical proposals for upgraded existing ETL code at client location(in order to make use of advanced features of Informatica newer versions)
* Making use of various proprietary frameworks and techniques for requirement gathering and business process maps for understanding the current process better.

Project#5:

Project Name: HP Notebook

Employer: Mphasis Ltd

Client: HP

Environment:        Windows, Unix, Oracle, SQL, Microsoft Excel

Description: It was HP note support, worked as Technical Business Officer

Team Size: 10

Role:            Technical Business Officer

Duration: 6 months

Responsibilities:

* Validation Reports
* Monitor performance and troubleshoot application related issues
* Handling calls
* Operations Job Scheduling and Job Management
* Perform root cause analysis
* Ad hock reports
* Upgrade support and validations

**Educational Qualification**
Master of Science (Computer Science), Pune University

**M.Sc (Computer Science) from, Pune University 2008 with First Class.**

Reference: Available on request

**Personal Details:**

Name: Prashant R. Jadhav

Fathers Name: Ratikant D. Jadhav

Passport Number: G6035009

Place of Issue: Pune

Nationality: Indian

Gender: Male

Languages Known: English, Marathi and Hindi (Read, write & speak)

Place: Pune

Mobile number: 9921003943