# SHARMA.J

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# OBJECTIVE

To succeed in an environment of growth and excellence and earn a job which provide me job satisfaction and self-development and help me achieve personal as well as organizational goals.

# CAREEER PATH

* Working as an **Associate Support Engineer** at **Firstsource Solution pvt ltd** form 2019 May to till date

# TECHNICAL SKILLS

* MY-SQL
* C# and Asp.net WINDOWS APPLICATION
* Basics in JAVA

# EDDUCATION QUALIFICATION

* Bachelor of Engineering (B.E-CSE) from IFET College of Engineering, Vi**l**upuram.

# Summary of Experience:

* Goal Oriented professional with 3 years of Experience in Asp.net support
* Back End Tech Support Engineer for .Net Framework Application & DBA Team.
* Providing support for the .Net project of OCR group process
* Proficient in Development, Coding, Troubleshooting the Applications using ASP.net, C#
* Providing proper solution for the high level issues after fixing out from the Bug Evaluation process.
* Sound knowledge in Healthcare & Banking domain.
* Installation and sql patches like cumulative updates to Database
* DB maintenance, to view sp and create the required index, and helping the DDL, DMLfor analyst team and project stake older
* Maintain Third party tool Like (RabbitMQ, MSMQ, PagerDuty)Web service setup, Bug tracker test log and Status report documents.
* Monitoring and control (SQL Queries, Stored Procedure, scheduler Jobs, etc.,)
* Hands of experience in Linux, MySQL & Working on Go Anywhere (GAW) and files transferring to customer through GAW
* Troubleshooting and monitoring the **Mainframe issues like(To interact client to change mainframe locked issue and change & configure the password with mainframe)**

# First source Solutions Ltd.

**Project Details:**

**Client Name:** UHG-United Health Care /GHX-Global Health Care Exchange /LBG – Lloyds Bank Group Located in (USA/UK)

**Business:** Health Care Process/ Banking Process

**Software/Tools/Technology Used:** SQL Server 2008/R2, MSMQ, web services, IIS6.0, Dot Net framework 4, Java.

# CAREER PROFILE

**Domain: Software Support, MS SQL, Server & Application Maintenance. Project Description:**

It’s mainly focused on converting the customers scanned images (invoices) to valid EDI files. Where customers

will be providing a bunch of images and operators will key the part of images with the help of our key tool and remaining will be delivered automatically with the help of our other systems like business Rule wrappers and allows us to track our invoices from submission to till payment.

**Project Role:** Tech-Support Engineer

# Roles and Responsibility

* Management and ownership of incidents throughout their lifecycle.
* Writing SQL Queries for fetching data from databases and validating through SSRS.
* Daily Status Report, Weekly Status Report and Test Summary report and share to the respective stake holders.
* Assisting the client with L1 & L2 Support activities
* Tracking bug/issues in bug tracker tool (JIRA& CSD).
* Analysis of data discrepancies and providing report on the mismatched data.
* Implementing the changes in Live and monitor the client output files on the change made.
* Act as L1 resolver group taking care of L1 Incident tickets. Fundamental Technical know-how on system trouble Shooting
* Maintained a high consistence customersatisfaction
* Respond quickly to all queries and incidents. Manage incidents, including via telephone, chat & email
* Timely escalation of unresolved tickets to next level
* Also should possess Change and problem management ski**l**s.
* Communicating major IT incidents to affected customers
* Analyze and perform RCA on technical errors reported by client and Operationteam.
* 24\*7 dedicated support to ensure uninterrupted availability of IT resources

# ACHIEVEMENTS

* Received **“Star performer Award”** for playing key role in project & resolving Incident on time.

# Declaration

I hereby declare that, all the details furnished above are true to the best of my knowledge.

SHARMA J