

Rama Gurunadham B.V

Mobile: +91-8148767123

E-Mail: ramaguru1990@gmail.com

SNAPSHOT

- I possess 8+ years of experience in IT Industry. Currently working as Senior Production support Engineer.
- 8 years of experience into Application /production support (JBoss, Apache, SQL server, Oracle, UNIX commands) in supply chain management, Banking Domains.
- Presently associated with BNY Mellon technology as a senior Production Support Engineer_ Technology.
- Ability to learn, quest for exploring new domains and technologies.

AREAS OF EXPERTISE

- Handling tickets from various requester and solve the issues through Helpdesk Ticketing Tool.
- Performing testing, monitoring and provide guidance to team for correcting the production issues after deployments.
- Post implementation support by analyzing and debugging the codes or object files.
- Deployments (In the absence of IMPL team) and maintaining schedulers like Quartz ,Obsidian, Crontab etc.
- Monitoring Apache/Jboss, Schedulers, DB, Service Machines, Replication and reviewing their performances on a timely basis.
- Planning and performing data and application backup, archiving, manipulate activities with the coordination of DBA/Developer.
- Creating technical & user manual solutions for the developed programs.
- Providing support during migrations.
- Monitoring ETL process and take necessary action in case of any issues
- Experienced in working 24/7 Shift basis, on - call support on weekends as per the client requirement.
- As per SLA, we do fix the issues and experience in preparing RCA (Root Cause Analysis) Document for critical incidents
- Expertise in Monitoring the cloud services using Open shift
- Experience with Pods and Micro services Monitoring through OCP
- Good understanding of Agile Methodologies, Design thinking and Lean Concepts.

CAREER SCAN

Apr 2020 - Present: BNY Mellon technology, Chennai

Client Name : BNY Mellon technology

Period : Apr 2020 – Present

Tools : Microsoft SQL server, Oracle SQL Developer, IQ, Putty, SSH, Winscp

Web Technologies : JAVA script & XML

Operating Systems : Windows, Unix/Linux

- Worked on setting application alerts on various tools to maintain application productivity.
- Application support, which involves working on tickets ,production issues
- Responsible for the day-to-day maintenance of the application including tasks related to identifying and troubleshooting application issues.
- Worked on the Business Process Management, Customer relationship related applications.
- Monitored the application through various tools like App Dynamics, Splunk, kibana, Appengine.
- Supported the prod deployment during weekends
- Worked on tools like SQL Developer,jenkins,Git, App Engine,Kibana,Splunk,APPDynamics
- Worked on the user request.
- **Successfully completed Monthly/daily reports by using automation tool (pentaho) which helps team to avoid manual intervention while sending reports daily.**

Nov 2016- Apr 2020: Unimoni Global Business Services Pvt Ltd, Chennai
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Client Name : UAE Exchange
 Period : Nov 2016- Apr 2020
 Tools : SQL (Sybase), Oracle SQL Developer (4.2.0), IQ, Putty, SSH, Winscp, FileZilla (SFTP), Jboss, Scheduler, VISA Edit Package, Monit, Helpdesk, OCP (Open Shift)
 Web Technologies : JAVA script & XML
 Operating Systems : Windows, Unix/Linux

Description:

Being a Support Analyst, I used to handle the multiple projects like nGAP (PAAS), Amigo, Xpress Money and Money2Anywhere. All these project deals with transfer of fund from one party to another party via different mode. Before transfer of the money, there are multiple processes which need to be accomplished.

Environment: Devops (JENKINS, Docker, Kubernetes, OCP) JBoss, Tomcat, Apache, open shift, micro services, Kibana and Jaeger

Projects2: nGAP (PAAS - Payment as a Service)

Project Description: It's a based on PAAS Concept which is built for Remittance Transactions across the globe. Under this there are several types of Modules included (Flash, Agent onboarding, Integration, Transmission and Pricing etc). All the Modules treat as PODS (Combination of Micro services)

Projects 3: Smart Pay

Project Description: Smart Pay is a way to pay the salary to the employees in UAE as per the rules of Central Bank of UAE. An employer in UAE needs to register with UAE Exchange Branches through a Smart Pay Portal. Once registered through this portal, a biller code will be generated for every employer, after which employer needs to upload the salary details of all employees in a file using the biller code, biller login id and password. And the money is sent by the employer in advance to UAE Exchange that needs to be paid to the employees. Once this has been done, employees can receive their salaries by either going to the branch straight away or loading into cards, which can be used at KIOSK machines

Nov'12–Nov'16: Botree software international Pvt Ltd, Chennai

Projects : CORESROCKY AND CORESTOCKY NG
Language : vb.net, Java and Unix
Data Base : Sybase And MS SQL SERVER 2005,2008

Project Description:

PROJECT 1 : Core stocky is a ERP application used for the billing purpose In distribution points. This is windows application, off line application. Hear we use synchronization process to upload and Download data to warehouse.

Extending post -implementation application, maintenance to the clients.

PROJECT 2 : Core stocky Next generation is a ERP application user for the billing purpose In distribution points. This is both Windows and web based application .Hear we fix Auto synchronization process to upload and Download data to warehouse in particular scheduler Timings.

Package is divided into following modules:

Configuration : Company, Route, Van, Salesman, Counter, Distributor Calendar, Tax.
Master : Item Master, Party Master, Promotional Scheme Master.
Transaction : Billing, Purchase, Collection, Payment, Claim, stock adjustment, Order Planning, Target Maintenance, Order Placement.
Financial : Standard Voucher, Trail Balance, Profit & Loss, Balance Sheet, GL Listing.
Reports : Master, Sales, Purchase, Stock, MIS, Scheme & Claim.
Tools, Utilities : Sync, database Backup, Restore, Bill Design, Upload, Download.

IT FORTE

- Application Servers: WebSphere Application Server, JBoss
- Web Severs: Apache ,IIS
- Monitoring Tools: Monit,Kibana,Appdynamics,splunk,AppEngine,Cloude Prober,Intelligence portal
- Ticketing tools : service Now,JIRA and helpdesk
- OS worked on: Windows, Unix
- SCM Tools: Git
- CI & CD Tool: Jenkins
- Build Tools: Maven
- Scripting: bash, Yaml
- Virtualization & containerization Tools: Docker, Kubernetes.

NON-IT Experience

- Worked as product executive in **Allsec Technologies Ltd ,Chennai** Since Nov-2011 to Oct-2012

EDUCATIONAL CREDENTIALS

- Graduated from Anna University (Apollo Engineering College) with **BE in Computer Science & Engineering** (2007-2011).
- Post Graduated from Madras University with M.B.A (operations Management) 2013 - 2015.

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars

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