

GREESHMA DINACHANDRAN

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PROFESSIONAL SUMMARY

- Nearly **2 years 3 months** of experience in Analysis, Development, Implementation, Production support and Management of the entire web based software application using Oracle (SQL, PL/SQL).
- Wide range of expertise in **Level 2 Production Support** majorly in **Banking online trading application**.
- Proficient in operational processes like **Incident Management, Change Management, Problem Management and Service Improvements**.
- **Analysis and troubleshooting incidents** raised by end-users within agreed time frame.
- **Continuous monitoring of the alerts** received through emails to check if all the application servers and web servers are up.
- **Implementing the code and configuration changes** suggested by developers.
- Created Oracle **Tables, Views, Constraints, Synonyms, Sequences**.
- Experienced in writing **Complex SQL queries, stored procedures, Functions, Packages, Triggers, Joins, Sub queries and Set operators**.
- Experience in handling **Agile SDLC deployments**, also worked with release management team to ensure quality rollouts.
- Basic knowledge in **UNIX and Shell Scripting**.
- Study the incident pattern and **work towards Customer Company's value add initiatives**.
- **Attending weekly status meeting with end client** to take proper clarifications.
- **Ability to work in teams and independently** with minimal supervision to meet deadlines.
- **Strong management, interpersonal and communication skills** to work in team.

PROFESSIONAL EXPERIENCE

Ajuba Solutions India Private Limited.,

August 2016 – Till date

Client	Royal Bank of Canada
Project	RBC Direct Investor
Domain	Online Trading
Role	Production support engineer

ROLES AND RESPONSIBILITIES:

- Worked as per the **Incident Request, Problem and Change request raised from the end users through emails and ticketing tool**.
- **Identify the root cause of the issues, work on the tickets created and prioritize the tickets according to the Client's SLA**.
- Majorly responsible for **Identifying, Analyzing and Resolving bugs** in the application.
- Ability to **quickly diagnose the problem areas and come up with solutions**.
- **Continuous monitoring of application** to check if all the application servers and web servers are up for 24/7.
- **Raising complex issues to development team and working with them** closely for permanent fixes through calls.
- **Created Indexes on the tables for faster retrieval of data** to enhance database performance.
- Performed **SQL tuning, application enhancement and developer support**.
- Conducting **weekly incident/problem management calls** with development team.
- Working experience with **handling complex SQL queries - Joins and Sub queries**.
- **Documentation of solution and process monitoring** techniques for re-use by Support teams.
- **Exercises judgement within defined procedures** and practices to determine appropriate action.

TECHNICAL SKILLS

DATABASE	Oracle 10G/11G.
LANGUAGE	SQL, PL/SQL, Basics of UNIX
TOOLS	SQL Developer, SQL*PLUS, Service Now

ACHIEVEMENTS

TITLE Peer Recognition Award
CATEGORY Service Awards
SUB CATEGORY Team player
RECEIVED ON 6th May 2018

CERTIFICATIONS

Business English Certificate Preliminary (BEC)

Completed **Level B1** in Business English Certificate Preliminary conducted by University of Cambridge (ESOL examinations).

EDUCATION

- Bachelor of Engineering (**B.E**) in Electronics and Communication Engineering (**ECE**) from Panimalar Engineering College, Anna University with **6.8 CGPA**.
- **Student head, IETE (Institution of Electronics and Telecommunication Engineers)** which is devoted to advancement of Science and Technology of Electronics, Telecommunication & IT.

SOCIAL ACTIVITIES

ABILITY FOUNDATION

1 June 2015 –30 September 2015

- Active part of the Ability Foundation, a national cross disability organization that works with media, publishing and inclusive education.
- Involved in organizing the Foundation's International disability film festival - Ability fest.
- Worked in inclusive education with Sathyabama University, Chennai for the persons with disabilities.

PERSONAL DETAILS

DATE OF BIRTH 09th May 1994
FATHER'S NAME Mr. P. V. Dinachandran
MARITAL STATUS Single
LANGUAGES Tamil, Malayalam, Hindi (R & W) and English

DECLARATION

I hereby declare that the above mentioned information is true to the best of my knowledge and belief.

PLACE: CHENNAI

GREESHMA DINACHANDRAN