

SATHEESHKUMAR S R

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PROFILE SUMMARY

PROFESSIONAL KEY NOTES

- Result oriented professional with 6 years of successful accomplishment in technical support to play an efficient and constructive role, providing high technology solutions for customers across globe in casino operations.
- Eminent in multiple Java and .Net applications technical support projects resolving technical incidents.

ACADEMIC DETAILS

Bannari Amman Institute of Technology
B. Tech (Information Technology) – (2010-2014)
Erode, Tamil Nadu, 638401

Vetri Vikaas Matriculation Higher Secondary School – (2008-2010)
Salem, Tamil Nadu, 636203

J.S.S Public School – (1996-2008)
Udhagamandalam, Tamil Nadu, 643004

COURSE	BOARD	MARKS
B. Tech	Autonomous	7.30 (CGPA)
XII	State Board	87.92%
X	CBSE	80.20%

CGPA – Cumulative Grade Point Average

PROFESSIONAL EXPERIENCE

- Working as Senior Software Engineer for Scientific Games Private Limited, Chennai from July 2015 till date.

KEY STRENGTHS

- Expertise in customer support and Root Cause Analysis, capable of working individually on application support and debugging for production support.
- Proven Ability in application flow analysis and Technical support.
- Eminent in troubleshooting and analyzing P1/P2 Priority issues methods for quick remediation.
- Eager to learn new technologies.
- Good understanding in DB concepts, capability in learning concepts faster.
- **Analysing the tickets using SQL Database and log file analysis.**
- Good communication, presentation skills and proactive.

SKILL SET

Operating Systems	Windows
Languages/Technologies	Java, C#, .Net
Markup	HTML, XML
Databases	SQL, Eclipse, Visual studio
Application/Web servers	JBOSS, .Net Micro services
Tools	Siebel, JIRA, Oracle, Service Now

PROJECT #1

Duration: July 2015 – December 2016

Name & Technology: Slot Data System – Java

Role: Associate Software Engineer

Key Deliverables:

- Slot Data System provides complete information and Accounting about the slot machines available in a casino.
- Hands-on in Applying the Patches and handling complete upgrade of products in Development, QA and Production environments during Go-live.
- The product is installed across multiple casinos across globe. Involved in resolving tickets raised by customer at multiple levels (L1 / L2 / L3).
- Actively manage customer expectations in support work taking place.
- Eminent in troubleshooting and analyzing P1/P2 Priority issues methods for quick remediation.
- Involved in automatic mail triggers setup from database and helping customer identify the issue before floor is impacted and revenue being affected.

- Have supported the application End to End during hyper care period, assisting the user queries by debugging.
 - Requirements gathering, design preparation and deployment.
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PROJECT #2

Duration: January 2017 – February 2018

Name & Technology: Casino Market Place, Cage, Precommitment - .Net

Role: Assistant Software Engineer

Key Deliverables:

- Complete details about the revenue and statistics of the casino in player perspective.
 - Provide onsite installation and maintenance of services for all products.
 - Eminent in troubleshooting and analyzing P1/P2 Priority issues methods for quick remediation.
 - Maintain and update dispatch tickets resolving them by Functional Knowledge, debugging multiple product logs, Database analysis.
 - Consult and develop relationship with in-house engineers to provide resolution to customer issues.
 - As a technical resource develop, re-define and document best practices to provide to internal teams (R&D / Support) for support process and improvements.
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PROJECT #3

Duration: March 2018 – Jan 2019

Name & Technology: Asset Matrix, User Matrix - Java

Role: Software Engineer

Key Deliverables:

- Asset Matrix and UserMatrix are the master applications for the slots in casinos and employees respectively.
- Complete functional and technical knowledge on products to resolve the issues swiftly raised by customer in production.
- Eminent in troubleshooting and analyzing P1/P2 Priority issues methods for quick remediation.

- Knowledge of service catalogues and process management in a technical support environment.
 - Experience with basic SQL, service management and querying for troubleshooting purposes
 - Was a part of the core team during upgrade activities & have worked on all upgrade related activities.
 - Have worked on debugging issues during upgrade activities, requirements gathering, design preparation and deployment.
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PROJECT #4

Duration: Feb 2019 – Till Date

Name & Technology: PowerVenue, Enterprise Data Controller - .Net & Java

Role: Senior Software Engineer

Key Deliverables:

- PowerVenue is a lightweight application to handle all casino floor operations and maintain the revenue & information.
 - Enterprise Data Controller is the application where all configurations are placed and pushed across all applications.
 - Having complete architectural knowledge on the products to work on multiple incidents.
 - Eminent in troubleshooting and analyzing P1/P2 Priority issues methods for quick remediation.
 - Involved in deployment process and resolved issues raised by customer.
 - Provide 2nd and 3rd tier support for installation, implementation and troubleshooting of complex issues.
 - Collaborated with internal teams and customer to enhance and streamline processes during Go-live and issue resolution.
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