

RITU RAJAWAT

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Objective :

Intend to work in an organization having a challenging and creative environment, giving me an opportunity to sharpen my skills and enhance knowledge while contributing actively to the growth of the organization.

Professional Summary:

- Having 11 months of experience in **Project Enhancement and Maintenance** using the Agile Methodology.
- Having 1.9 years of experience in **Production/Application Support and Maintenance**.
- Having experience in NetReveal Application(BAE Systems), Detica Application(BAE Systems), SQL Developer, Bitbucket, SourceTree, HP ALM, BMC Remedy, ServiceNow, JIRA, Putty, WinSCP, IBM(Lotus) Notes, Tortoise SVN, Automic One Automation, Teradata SQL assistant.
- Experienced and skilled Agile Developer with a record of excellent teamwork.
- Work as part of a global development team to ensure technical solutions meet the design and functional requirements.
- Perform all phases of the Software Development Life Cycle.
- Understand the overall product roadmap as articulated by Product Owner and support translation of the same into roadmap wrt team specific release planning and sprint planning.
- Work directly with Scrum team members, Product Owners and BA's for project related things.
- Use and knowledge of BitBucket and other Change Management tools
- Use and understanding of JIRA Issue Tracker.
- Having knowledge of **Devops Tools**(Git, BitBucket, Jenkins, Docker, Kubernetes) and basic cloud technology(AWS).
- Well versed with ITSM tools and Technologies.
- Well aware of Incident Management, Problem Management and Change Management. .
- Team player with good interpersonal, communication and fast learning skills.
- Good analytical and problem solving abilities.
- Adaptive to different types of work environment and technology, always eager to learn new technology.

Technical Skills :

Operating System	Linux, Unix, Windows
Databases	SQL, PL/SQL
Banking Domain	Westpac
Telecom Domain	Charter Communications
Tools	NetReveal Application, Detica Application, SQL Developer, Bitbucket, SourceTree, JIRA, HP ALM, BMC Remedy, Service Now, Tortoise SVN, Teradata SQL Assistant, Automic OA, Git, Jenkins, Docker, Kubernetes
Technology	SQL, PL/SQL, Shell Scripting, Python

Educational Qualification :

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|--|--------|------|
| • B.Tech in IT from SKIT, RTU, Jaipur, Rajasthan | 70.43% | 2018 |
| • 12th Science from CBSE, Jaipur, Rajasthan | 82.00% | 2014 |
| • 10th from CBSE, Jaipur, Rajasthan | 89.30% | 2010 |

Work Experience :

- Currently working as a Senior System Engineer with Infosys.

Organizational Details:

INFOSYS LIMITED

May 2018 - Till Date

Domain: Project Enhancement and Maintenance

July 2020 - Till Date

Project: Enhancement and maintenance for NetReveal Application.

Client: Westpac

Role: Developer

Tools and Technologies: NetReveal Application, Bitbucket, SourceTree, JIRA, SQL Developer, Service Now

Platform: Linux, PL/SQL

Description: To develop and test out the enhancements and maintenance for NetReveal Application as per business requirements.

Responsibilities:

- Having a deep understanding of the product end to end.
- Planning and implementing major and minor changes as per business requirements.
- Responsible for developing and testing for the enhancements and maintenance part.
- Interacting with business for issues, resolution and status reporting.
- Problem analysis and fixes for client and business identified problems.

Domain: Production/Application Support

August 2019 - June2020

Project: Handling Detica Application and automating a few processes in linux.

Client: Westpac

Role: Support Analyst

Tools and Technologies: Detica Application, BMC Remedy, JIRA, IBM Notes

Platform: Linux, PL/SQL

Description: To handle the Application, monitor batch execution, to automate reports and processes.

Responsibilities:

- To verify whether the customer data is loaded successfully and do some investigation on customers for which alerts and cases have been generated.
- Understood the flow of customer data from upstream to DETICA .
- Uploading and closing of alerts for customers in detica.
- To make reports everyday and send it to business users.
- Problem analysis and fixes for client and business identified problems.
- To automate a few processes by creating shell scripts.

Domain: Production support Maintenance

October 2018 - July 2019

Project: CBI Prod Ops

Client: Charter Communications

Role: Support Analyst

Tool and Technologies: Teradata SQLAssistant, Apache Hadoop, One Atomic, JIRA

Platform: Windows and Linux Platform, Teradata SQL

Description : BI Prod Ops provides the data warehousing production support, enhancements and maintenance for the various applications for Charter communications.

Responsibilities :

- Having deep understanding of CBI Prod Ops end to end.
- Interacting with Business for issues, resolution and status reporting.
- Performing Teradata and SDL code deployments and migrations.
- Have Knowledge of Incident Management, Problem Management and Change Management.
- Responsible for providing the support in L2.5 level depending on the priority of the issues to meet client SLA.
- Problem analysis and fixes for client and business identified problems.
- Support applications as part of daily monitoring activities.
- Maintaining high quality of ticket analysis, resolution and documentation.
- Mentoring and guiding other team members.
- Providing support to clients (US) on a 24/7 basis.

Awards and Achievements:

1. Received Start of the Sprint many times in the current project.
2. IBM Certified Docker Essentials: A Developer Introduction