

**SUGANYA P**

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### Objective:

Dignified IT Support Analyst having 4.5 years of experience in the area of financial domain with the nature of Analysis of the bugs from the front tier application, reporting to development team with RCA, testing the same as per the Functional Specification. A well equipped contender in the team with the maintenance of a standard SLA.

### Snap shot:

- Career span 4.5 Year of experience Oracle **SQL,Unix** and **Production support**, design and maintenance of Oracle database system.
- **Experienced** in ETL design, development and maintenance using Oracle SQL, Flat file and **Informatica Power Centre**.
- Very good working knowledge with various Informatica client tools like **Mapping designer, Workflow Manager, Workflow Monitor and Repository Manager in Informatica ETL Tool**.
- Having a very good knowledge in **Banking Domain** in product development and production support for **financial** routing.
- Good knowledge of **Hadoop** ecosystem, **HDFS**, Big Data, **RDBMS**.
- Experienced on working with Big Data and **Hadoop** File System (**HDFS**).
- Strictly adhering to the process of **SLA** (Service Level Agreement) so that the same is transparent between the end users and there is no deviation.
- Monitoring all service machines for daily basic. If stopped or not ruing mean restart manually using **UNIX**.
- Good experience in writing **SQL** queries by using Oracle and Sybase databases.
- Loaded the dataset into Hive for **ETL** Operation.
- Performance Tuning and Optimization.
- Involved in **Production Support** for fixing bugs.
- Writing SQL query for the **extracting** data from our database as per business requirement.
- Responsible for **creating back up** files for all tables present in our database.
- Good experience in analyse the **PL/Sql** procedure and table level.
- Monitoring production and replication servers, file servers and Swift Servers.
- Working experience in rotational shifts **24/7 Production**

### Technical Skills:

- |                             |  |
|-----------------------------|--|
| ✓ Languages                 | : Core Java                                  |
| ✓ Operating Systems         | : LINUX and Windows                          |
| ✓ Data warehousing/BI Tools | : <b>Informatica Power Center 9.X.X(ETL)</b> |
| ✓ Database Applications     | : SQL,Oracle 10g                             |
| ✓ BigData                   | : Hadoop(Hive,Imapala,Sqoop Script)          |
| ✓ Domain Knowledge          | : <b>Banking Sector</b>                      |
| ✓ Monitoring Tool           | : <b>Autosys,ITRS,OozieWorkflow</b>          |

## Certifications:

- Certified in **J2EE and Core Java** Course from Jspider, Bangalore.

## Professional Experience:

**Current Company** : **BANK OF AMERICA**  
**Designation** : **Sr. Tech Associate**  
**Experience** : From June 2017 to Till Date

**Company** : **CGI (Consultants To Government And Industry) – CHENNAI**  
**Designation** : **Application Support Engineer.**  
**Experience** : From Nov 2016 to June 2017

**Company** : **Ramco Systems**  
**Designation** : **Trainee Support Engineer.**  
**Experience** : From Jan 2016 to Nov 2016

## Project and Experience Details:

**Company** : **Bank Of America**  
**Projects 1** : **Tradeplant Operation Center**  
**Language** : **SQL, UNIX, Hive, Impala**  
**Data Base** : **Oracle 11g, ETL, Hadoop**

**Project Description:** Trade plant manages the production region for Electronic Trading, Equity & Research technology applications. Trade plant team provides a 24 X 7 support coverage for all 3 regions – EMEA, AMRS & APAC including the regional holidays.

**Company** : **CGI**  
**Projects** : **BT British Telecom**  
**Language** : **SQL, PL/SQL, UNIX**  
**Data Base** : **Hive, Impala**

**Project Description:** BT is one of the leading communications companies, serving the broadband, phone, TV and mobile needs of customers in the UK. It has tied up lot of 3<sup>rd</sup> party companies to provide more Satisfaction to the Customer.

**Company** : **Ramco Systems**  
**Projects** : **G4S Facility Services India Private Limited.**  
**Data Base** : **MySQL**

### Project Description:

G4S Facility Services India Private Limited, a trendsetter and pioneer in the Facility Management Services required a Business Process which is built on Ramco Virtual Works, comprises functions that include finance, Book Keeping, procurement, inventory, Services and maintenance functions. The solution would also encompass business specific components like Sales, Services, Contract, services billing and Invoice Generation.

## Roles and Responsibilities

- Involved in application/product support and maintenance.
- Involved in resolving production problems for the applications and Ensure all support service level agreements are met.
- Provide support for **Informatica workflows/mappings** developed using 9.0.1 which are running into production environment at client location
- Extensive experience in writing UNIX shell scripts and automation of the ETL processes using UNIX shell scripting.
- Implemented ETL process to load data into target Oracle tables.
- Responsible to tune ETL procedures and STAR schemas to optimize load and query performance.
- Maintain Database Connectivity for all projects.
- Monitoring the all types of Scheduler **logs,Oozie jobs**, prepaid, debit and credit card transactions and analyzing the reason for the declined transactions.
- Worked on **UNIX shell scripts** to automate and systemize the load process at nightly cycles and Involved in **SQL Query tuning** .
- Updating tickets and **resolving the tickets** within given **SLA**.

## Academic Qualification:

- **Anna University**  
Adhiyamaan College of Engineering, Hosur  
B.E (Computer Science and Engineering) with **79.50%** Aggregate
- **HSC(State Board)**  
Sri Vidya Mandir Hr. Sec School,Rasipuram with **87.91%** Aggregate
- **SSLC (State Board)**  
Government Hr. Sec School, Rasipuram with **81.4 %** Aggregate.

## Additional Qualification:

- Comprehensive problem solving abilities
- Excellent verbal and written communications skills

## Personal Details:

Father's Name : Periyasamy  
Date of Birth : 13/03/1994  
Gender : Female  
Nationality : Indian  
Languages Known : English,Tamil

## Declaration:

I do hereby confirm that the information furnished above is true & authentic to the best of my knowledge & belief.

Place: Chennai

Date:

[SUGANYA P]