LAKSHMY SUDHEER

INFRASTRUCTURE ANALYST
Senior Systems Engineer
Cognizant Technology Solutions Pvt Ltd

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PROFILE

I am an infrastructure analyst with robust problem-solving skills and proven experience in database and retail technology systems. My passion is seen through my deliverables. I am a risk taker who boldly explores / learns different business areas, roles & domain.

CAREER OBJECTIVE

To secure a challenging position in a reputable organization to expand my learnings, knowledge and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the organization

SKILLS

Coding Languages
HTML, XML and AS400

Frameworks/Systems
Toad, MYSQL, IBM I Series, SERVICE NOW, MPP, FileZilla Client, Windows Server (Diebold and IBM POS)

Database & Domain Skills
MS SQL Server 2003, 2005 & 2008

- Retail – Point of sale and store systems (POS), Countwise , Kronos, BI Micro Strategy reporting tool
- Infrastructure Change Management Microsoft Project Professional , MS EXCEL

EDUCATIONAL SUMMARY

COLLEGE OF ENGINEERING - Anna University

- MBA (HUMAN RESOURCE MANAGEMENT)
- 2018 – 2021 (Extended due to COVID)

ETHIRAJ COLLEGE FOR WOMEN - Madras University

- B.Sc. (Mathematics with Computer Application)
- 2015 - 2018

EXPERIENCE SUMMARY

SENIOR SYSTEMS ENGINEER

Cognizant Technology Solutions
June 2018 Till Date
3 Years of experience

Infrastructure Analyst - Change management and Application support

CERTIFICATIONS

- ITIL INTERMEDIATE
- CERTIFIED LEAN SIX SIGMA YELLOW BELT

PERSONAL SKILLS

- People Focus Group administered
- Adaptability , Flexibility
- Skilled at communication languages - English , Hindi, Tamil, Malayalam, French (Base Level)

REFERENCES

CAREER SUMMARY

PROGRAMMER ANALYST

- Technical Analyst in Application Maintenance
- Requirement Gathering for other Business Units
- Transfer of Knowledge to development team and POS implementation –Techno Functional Store Systems Consultant
- Application Support for all Point of Sale applications (DFS Customized Desktop, Web and Mobile applications used in DFS across 29 countries)
- Following ITIL Process in work environment and provided Level-2 Support
- Root Cause Analysis for any issues identified
- Problem Management for POS, Server and Web Applications
- Implemented WINCOR POS systems remotely in Hong Kong Airport, Hawaii, New Zealand and Okinawa stores
- Proactively monitor and report day to day issues in through monitoring tools (Health Monitor for Windows Servers, Jobs and Support Monitor for SQL servers)
- Debug SQL SSIS packages to identify the underlying issues with the package.
- Prepared documents, Standard Operational Procedures for all new issues and requests
- Perform alert monitoring, Analyzing Error Logs of the failed jobs and take actions on failures.
- Review, Assign and Implement ITSM tasks
- Monitor the scheduled activities in related Application Environment
- Perform Application checks after server/database maintenance and outages

Team Activities

- Monitor all the End of Day Batches
- Monitor the Alerts and act immediately whenever there is an issue in Server/Application
- Reach out to the relevant teams when their involvement is required
- Member of People Focus Group to form Stress Relief Enhancement activities
- Skilled in Incident and Change Management process of handling Normal and Emergency service outages and functions.

MGB Azure Core member

- Server management to apply patches and registry modification to mitigate the vulnerabilities through change process.
- Knowledge in Active directory with SERVICE NOW (New York Version)