

KRISHNASAGAR

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Location : Shahapur Dt: Yadgir

A proactive Professional with zeal to learn irrespective of the domain and area, and a detailed-oriented, well organized Production Support Engineer with Close to 3 years of experience in Product, Technical support and good with ITIL process.

Technical Skills :

- Technical Skills : SQL, Webservices.
- Operating System : Windows, Linux
- Server : MS SQL Server, Database server, IIS Server.
- Tools : SQL/TOAD Developer, JIRA, WinSCP, PUTTY and BMCRemedy

Product Support

- Product / System Support Engineer with proven track of solving product related issues, debugging and monitoring and reactive tracking, log and respond to support tickets.
- Multiple products and sub-products, services and platforms to support
- Being at a start-up where everyone knows almost everyone, interacting with each professionally and personally played a major role in the getting the work done.
- Performing end-to-end testing of systems from entry to exit to ensure that applications are delivering functionality as expected per documented requirements.
- Worked on Production Support, attending production calls, troubleshooting the application and resolving bugs.
- Excellent analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels.
- Manage Incidents and Problems – Triaging, logging, prioritizing, tracking, communicating and resolving, from beginning to end, the resolution of all incoming support requests. Managing ticketed query system and ensuring comprehensive database of queries and resolutions are kept up to date and Identifying , resolving technical issues.
- Dynamic individual with a positive attitude, good communication, troubleshooting skills, and the ability to think on your feet are key skills for this position.
- Comfortable to work in 24X7 environments on Production Support.
- Incident management Leads the Incident investigation and quickly finds out an approach to resolve the problem.

Database Support and Analysis Using Sql

- Proficiency in all types of SQL commands, DDL, DML and TCL.
- Strong verbal & communication skills.
- Good understanding of business rule implementation using primary / foreign key constraints.
- Data Analysis and Investigation using SQL Select, Aggregate, group by features.
- Data fix such missing values, outliers, using UPDATE, MERGE commands.
- Writing complex reports using Various Joins and transformation logic using decode & case functions.
- Creating tables using Constraints.
- Particle knowledge use of Sets, date and aggregate functions.
- Joins, Sub -Queries and co-related sub queries
- Hands on experience in writing SQL window / Analytical functions.
- Good understanding of database concepts, anomalies and normalization process. • Data Analysis using window function such rank (), dense rank (), lead () and lag ().
- Able to Manage UNIX Environment.
- Experience in developing SQL scripts to validate the databases tables and reports data for backend database testing.
- Experience in using Defect Tracking Tool like JIRA.

Professional Working Experience

Working as a Software Engineer in "INTELSOFT PRIVATE LIMITED" from Oct 2021 – till date.

Academics:

- 1) Bachelor of Engineering , Dr.Ambedkar Institute of Technology, Bengaluru. (2017-2021)
- 2) PUC, Alvas PU College, Mangalore. (2015- 2017)
- 3) SSLC, Jawahar Navodaya Vidyalaya, Yadgir. (2015)

Project 1 - Incident management issues/problem management.

- Duration : March 2022 – Till Date
- Client : EE -UK (Everything in Everywhere)
- Role : Database / Tech Support Engineer.
- Skills : SQL, UNIX, Jira, Database, Monitoring
- Platform : BMC Ticking Tool

EE-Mobile leading Telecom operator and uses BMC Project NGSD (next Generation service Desk) to log customer problem and workflow management. This platform also integrated with Global Portal (GS – Portal) for global customer log their infra issues and also able to capture and process re-active incidents using SMARTs Diagnostics.

Responsibilities:

- Analyzing the bug reported by the user, developing a workaround and fix, testing the developed fix in pre-production environments (DEV, TEST, STAGE) and implementing the fix as 'Change' in the weekly or monthly maintenance and change management activities.
- Interacting with clients for version upgrades and taking requirements from the client for change requests, once it is developed testing the same and deploying the patch in production environment.
- The tasks also required to create Test cases, reports, Use-case story and interaction with stakeholders bringing it to a resolution.
- Responsible for making minor changes in the stored procedures.
- Experience on ITIL, Incident, Problem & Change Management.
- To deploy, monitor and if required patch the changes with fixes and enhancements. Continuously scale the systems as more customers/users get added, able to identify Issues, and timely alleviate/remediate the situation.

Project 2: Vital Health care

Duration : October 2021 – March 2022

Client : Siemens

Role : Data base / Tech Support Engineer.

Description:

Vital one touch product is designed by Siemens, an innovative and scalable HIS solution helps hospitals to provide better Patient care and drive clinical excellence by effectively integrating various processes.

Vital one touch helps hospitals to provide better patient care and drive clinical excellence by effectively integrating various Processes. It offers health care organizations an integrated HIS (Hospital Information system) that helps users to manage and Administrative, clinical and financial processes involved with acute and ambulatory treatments and provides closer ties to Specialized units and physicians.

Responsibilities:

- Customer Ticket analysis giving resolution with defined SLA.
- 100% top scores in customer satisfaction surveys.
- Co-authored blog post to provide customers with checklist to troubleshoot common product related issues.
- Supporting adhoc bill generation requests.
- Data Cleanse & Uplift Using SQL.
- Ticket Analysis and data Fix.
- Initial data load and data Uplifting.
- Providing quick backend support for work around.
- Responsible for the dealing with the problems, bug fixing and troubleshooting.
- Working closely with testing team in preparing test data for them.
- Running diagnostic tools to check the networks connections.
- Checking active /inactive services and analysis of billing related issues.
- Giving details customer report for site engineers.
- Bill cancellation and re-generation.
- Working closely with testing team in preparing test data for them.
- Communicate with clients to baseline the requirements and impact with other applications.
- Resolving Payment related issues.

Personal information:

Father's Name : Basavaraj P

Date of Birth : 04/07/1999

Vernacular skills : English, Kannada, Hindi.

Nationality : Indian

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Shahapur - 585223 Dt: Yadgir.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

(Krishnasagar)