

# Priyanka Singh

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Highly skilled Application Support professional with L2 expertise having 1 year 5 months of experience supporting critical banking applications at DXC Technology. Committed to providing exceptional support to end users, troubleshooting complex issues by system log analysis and ensuring seamless operation of critical applications. Proven ability to efficiently resolve tickets, collaborate effectively with stakeholders, and ensure smooth application operations. Possesses strong technical skills in Linux, Oracle SQL, C & Java programming, oops concept and troubleshooting.

## Skills

1. Finacle 10X
2. Oracle SQL & PL/SQL
3. Linux & shell scripting
4. Java & C programming language
5. OS Knowledge - Linux, Ubuntu, Windows 7,8,10,11
6. Web development
7. Troubleshooting and log analysis
8. SDLC Process
9. Ooops concept with java
10. Production Support
11. Tools – Microfocus, WinSCP, CyberArk, SQL Developer, Putty

## Experience

**Company Name- DXC Technology**

Senior Assistant Application Developer

**Project: Indian Post Payment Bank Data Center (June 2022 – July 2023)**

### Top Responsibilities-

- Resolving daily tickets related to technical issues over calls, Email, and through ITSM.
- Creating and testing the scripts and procedures to automate repetitive tasks using Shell Scripting and PLSQL.
- Creating, modifying, running and monitoring Batch-Jobs and diagnose for jobs frailer.
- Testing and debugging the application for any changes.
- Deploying new changes to production and revert if any issue occurs.
- Continuously monitoring system health and resource utilization to ensure 24/7 application availability and proactively address potential issues.
- Monitoring Connect-24 for transaction through various channels like UPI, IMPS, AEPS, ATM, and mobile banking.
- Doing EOD-BOD, night activity and morning activity at Data Centre.
- Taking part in month end and year end activities.
- Sharing various type of report to bank for their daily work.
- Exporting and importing database tables.
- Deploying Scripts, xml, jsp , js, sql into production.
- Troubleshooting for complex issue by analyzing system logs and error data.
- Doing customization in scripts as per requirement.
- Restarting services and monitoring.

## Education

Dr. A.P.J. Abdul Kalam Technical University Lucknow  
**Master of Computer Applications – MCA (2020-2022)**  
Completed with “**8.1 CGPA**” and awarded “**I-DIV**”

## Training Courses and Certification

- Training Activity (Jan 2022 – June 2022) Certification on Oracle sql, Linux and Finacle Core Banking Solution- by **PD workforce Developer**
- Learning Linux Shell Scripting – **LinkedIn**
- Communicating with Confidence – **LinkedIn**
- Cisco Networking Foundations: Fundamentals of Cisco Networking – **LinkedIn**
- Learning Oracle Database 12c – **LinkedIn**
- Getting Started with Linux – **LinkedIn**
- Understanding Manual Testing – **LinkedIn**
- Fundamentals of digital marketing – **Google**

## Rewards/Recognition

Valued Impact – DXC TECHNOLOGY