

SOURAV PUNDIR

Application Support Engineer

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EXPERIENCE

COMPANY: OUTWIT BRIGHT STARTUP SOLUTION PVT. LTD.

Time Period: July 2021 - Till Now

Overall 3+ years of Work experience as an Application Support Engineer.

ROLES AND RESPONSIBILITIES

- We perform the server health check on a daily basis using SOP.
- Handling the tickets and resolving them within the SLA as defined.
- Work with the dev team to deploy the changes in the prod database via scripts.
- Worked for weekend activities such as Database migrations and setting up the new server by the help of the infrastructure team.
- We identify and develop scripts to improve operational efficiencies.
- Taking back-ups daily and validating, checking log files regularly.
- We push the files manually if the files are not pushed by scheduled jobs.
- Write a query to fetch data from the database.
- We lead small support projects to complete on time.
- We identify, create and communicate support processes that are used across teams to improve operational efficiency.
- We routinely look for ways to improve services, procedures, documentation and tools.
- We resolve some issues by reading complex service code to determine root cause.

TECHNICAL SUMMARY

- Service Monitoring & other essentials like CPU usage, Memory usage, load on server etc.
- Hands on expertise in SQL statements (DDL, DML, DCL, TCL).
- Good hand on experience of Vi editor.
- Good knowledge of find commands.
- Scheduling backup scripts using CRONTAB scheduled jobs.
- Good knowledge of SSH & PING.
- Good knowledge in all types of constraints.
- Basic knowledge in Shell Scripting (bash, sh).

PROJECT

Real Time Margin (RTM)

Domain - Trading

Organization - Outwit Bright Startup Solution Pvt. Ltd.

- Monitoring CPU usage, Memory usage, load on server.
- Use SQL to fetch data from Database.
- Write a script for small automation.
- Monitoring scheduled jobs.
- Tools - JIRA & PUTTY

SKILLS

Operating System - Linux & Windows

RDBMS - MySQL & ORACLE

Scripting - Basic Shell Script

SQL

AWS (EC2, IAM, S3, SNS, RDS, SQS, Cloud watch)

EDUCATION

Graduation from Dr. A.P.J. Abdul Kalam Technical University, Lucknow

Intermediate from U.P. Board.

High school from U.P. Board.

HOBBIES

- Listing Music
- Traveling
- Playing Cricket

PERSONAL DETAIL

Date of Birth : Oct 12, 1994

Gender : Male

Language : Hindi, English