AKSHA SHETTY

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ORGANISATIONAL EXPERIENCE

BNP Paribas India Solutions   Jun'16 - Current

Job Title: Support Analyst
Project: Application Production Support for Corporate Banking

Roles and Responsibilities:

- Responsible for the day to day management and co-ordination of environment requirements.
- Work on new builds to make the environment better
- Attend JIRA's by various projects for requirements for environments and provide them with a validated, stable and usable test environment to execute the test scenarios or replicate bugs.
- Primarily involved in environment creation, environment allocation, environment restoration, component refresh such as database, files, EAD components.
- Work on issues in the environment by designing or modifying unix scripts and get the issue resolved.
- Attend JIRA's for environment defects, validate and provide solutions accordingly.
- Document the root cause for environment defects and work on permanently fixing the issue.
- Responsible for general database support, including the daily system health check, batch process monitoring and issue fixing, and software maintenance.
- Monitor and execute scheduled/requested jobs.
- Write SQL statements providing back-end solutions to production issues, monitoring, and reporting.
- Involved in basic troubleshooting using WebSphere Application server
- Performing Health check of the environment after project/incidents team releases environments before allocating to new teams.
- Manage Jira quality and Reporting System for projects globally.
- Jira and Service Now data extraction from various Production servers using UNIX commands and various tables in the database by tuning SQL Queries.
- Analyzing extracted data using Excel, Tableau and other MS office applications.
- Preparing global and regional reports for various regions globally on daily, monthly and quarterly basis from the data extracted.
- Preparing statistical and performance reports for different regions.
- Raise tickets in case of any issue in files and follow-up till the issue is resolved and request is complete.
- Worked on the project to maintain proper licensing for Business Objects Application.
- Worked on project for decommissioning of various applications.
- Knowledge on ETL technology and Tool (Informatica).
- Sound knowledge of Oracle 12c client.

Achievements:
- Streamlined Reporting workflows that reduced time for preparing the reports by 50% using VBA script.
- Got appreciation from higher management on maintaining business objects licenses and reducing the count.
- Received spot award for my contribution towards EMS considering the proactive approach followed
- Consistent and proven performance w.r.t Incident Management and Resolution, have constantly ensured that the SLA are met and there is no breach.
- Promoted from Junior Support Analyst to Support Analyst

Mphasis   Oct'15 – Jun'16

Job Title: Technical Support Associate
Project: Bank of America

Roles and Responsibilities:

- Understanding user's technical issue related Bank of America applications.
- Applying various troubleshooting steps to resolve the problem.
- Documenting the troubleshooting steps in the ITSM tool.

ACADEMIC OUALIFICATIONS

Year	Degree	Institute	Board/Universty	Percentage(%)
2015	Bachelor of Engineering (BE) - Computers	G.H Raisoni College of Engg. and Mgmt.	Pune University	61.33
2011	Higher Secondary Examination (HSC)	NowrosjeeWadia College	Maharashtra Board	71.33
2009	Secondary School Certificate (SSC)	St. Mira's School	Maharashtra Board	83.69

TECHNICAL SKILLS AND QUALIFICATIONS

Technologies	*Tools*
- C - Core JAVA - SQL - HTML - UNIX - VBA	- Autosys - Websphere Application server - MS-Office Applications - Service Now - JIRA - ITSM

Certifications:

- Completed the course of C in the year 2012 - Certified with grade 'B+'.
- Completed the course of Core Java in the year 2014 - Certified with grade 'B'.

PERSONAL DETAILS

Date of Birth : 11th July 1993
Address : A-6/502,Florida Estate,Keshavnagar,Pune-36
Language : English, Tulu, Hindi, Marathi