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### Core Competencies

- ◆ Sybase
- ◆ MySql
- ◆ Unix
- ◆ Shell Scripting

### OBJECTIVE

To work in a professional environment with challenging projects, and to be a performer, capable of providing engineering solutions, taking up initiatives and to be a good team player.

### ABILITIES

Excellent verbal and written communication skills. Self-motivated, willing to assume responsibilities, can work independently, lead or work within a team environment. Ability to adapt to evolving technology strong sense of responsibility and accomplishment.

### PRODUCT KNOWLEDGE

- ◆ Sybase Open Client 16
- ◆ JIRA, ServiceNOW
- ◆ Rational Team Concert, Rational Clearcase
- ◆ Control M, Work Load Manager

### EXPERIENCE OVERVIEW

- ◆ Working for Cognizant Technology Solutions , Bangalore (Designation – Associate) from July 2014 date.
- ◆ Knowledge in Stored Procedures, Triggers, Functions and Cursors
- ◆ Excellent experience in writing DDL, DML, DQL, DCL and TCL commands
- ◆ Good experience in Unix Shell Scripting.
- ◆ Strong Analytical, Problem Solving and Decision Making Skills.

### TECHNICAL SKILLS

Databases	Sybase, MySQL
Tools/Applications	Hyperion, Intel Servers, Excel, WS FTP Professional, Ultra Edit, Beyond Compare, Visio, Jira, MS Office, Facets
Operating System	Windows 7, Unix.

## PROJECT EXPERIENCE

### Cognizant Technology Solutions – Anthem Facets LO

(Nov 2014 – Till Date)

#### Role – Shift Lead

- ◆ Anthem is one of the leading players in Health Insurance in the US that uses Facets application to validate and adjudicate the claims submitted by Anthem. Production Support Engineer in Anthem Lights On project supporting 18\*7 environment with almost 100% availability.
- ◆ Handle different modules in Facets namely Claims, Providers, Group, Membership and Billing.
- ◆ Perform L2/L3 activities and coordinate with other support and application owners and communicate through SWAT calls in case of critical issues.
- ◆ Batch Jobs runs in Work Load Manager and in Control-M. Monitor jobs in regular interval and take appropriate decision whenever necessary.
- ◆ Work in RTC/Jira requests raised by Business and other teams. Analyze on the issue and frame SQL and UNIX queries based on the request for accurate results.
- ◆ Automate scripts using Sybase queries and UNIX Shell scripts for the daily workarounds.
- ◆ Share documents to the team on the issues resolved/handled and work on release items every month.
- ◆ Manage resources in the shift and provide Knowledge Transition to new team members.
- ◆ Root Cause Analysis for major issues.
- ◆ Performance tuning of long running jobs.

#### ACHIEVEMENTS

- ◆ Certified in **ISTQB foundation level** for testing.
- ◆ Promoted as **Associate** and designated as **Shift Lead** for Anthem Facets LO Project at **COGNIZANT TECHNOLOGY SOLUTIONS INDIA Pvt Ltd. Bangalore.**
- ◆ Successfully completed a major activity as POC, appointed by Onsite team to convert more than 100 Unix shell scripts running which transferred files to Downstream Vendors using FTP feature to SFTP in co-ordination with team members and multiple support teams within the SLA.
- ◆ Received various On-Spot awards /Associate of the Month awards for delivering a number of value adds to the project.

#### EDUCATION QUALIFICATION

**B.Tech(Electronics and Instrumentation)**, Amrita School of Engineering, (First class (74%) , Coimabtores 2014.

**HSC** in Bharathi Matric. Higher Secondary School, First class (92%) Coimbatore| 2010.

**SSLC** in Bharathi Matric. Higher Secondary School, First class (92%) Coimbatore| 2008.

**PERSONAL INFORMATION**

Name - Aishwarya T  
Date of Birth - 24<sup>th</sup> January, 1993  
Gender - Female  
Nationality - Indian  
Language Known - Tamil, English,Hindi and Sanskrit(R/W)  
Permanent Address - Flat no.T4,Meenakshi Manor,  
48, Arunachala Gounder Street,  
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Coimbatore - 641038

**DECLARATION:**

I do hereby declare that the particulars of information and facts stated above are true and complete to the best of my knowledge and belief.

**Date:**

**Place:** Bangalore

**Yours Faithfully,**

Aishwarya T