

TARUN S

Production Support Engineer

7338844268 | [Email-velantarun5@gmail.com] Chennai, India

CAREER OBJECTIVE

Highly motivated and experienced Production Support Engineer with 2 years and 8 months of experience in the Banking domain. Skilled in Oracle SQL, Linux commands, AutoSys, Jenkins, Dynatrace, and ITIL processes. Adept at providing 24/7 production support, troubleshooting complex issues, monitoring jobs and applications, supporting deployments, and ensuring smooth business continuity. Strong problem-solving skills with a proven record of driving projects to successful completion.

TECHNICAL SKILLS

Operating System: RedHat Linux 8.2

Database: Oracle 19c

Languages: SQL, Shell Scripting

Tools: SQL Developer , ServiceNow , Jira , Dynatrace , Splunk , Autosys , PuTTY , WinSCP, Postman

PROFESSIONAL EXPERIENCE

Production Support Engineer

Fintech Software Solutions | June 2023 – March 2026

Roles and Responsibilities: -

- Provided **24/7 production support**, ensuring minimal downtime and timely resolution of incidents and service requests.
- Monitored application health, error logs and server alerts daily using **Dynatrace** and proactively raised.
- Managed requests and resolved incidents within SLA, prioritizing **P1–P4 issues** based on impact and urgency.
- Generated reports using **SQL queries** (joins, subqueries, set operators, analytic and group functions) for business and operational needs.
- Executed **Linux commands and shell scripts** to analyze logs, monitor feed files and check process status across multiple Linux servers.
- Scheduled, monitored and managed jobs using **AutoSys** and taking corrective actions for job failures and ensuring smooth execution.

- Created, categorize and closed incidents in **ServiceNow**; escalated complex or unresolved issues to the appropriate teams.
 - Used **Splunk** for log analysis, performance troubleshooting, and early detection of recurring issues.
 - Participated in **deployment activities and build pipeline execution** and performed post implementation validation.
 - Hands-on experience with ITIL processes including **Incident Management, Problem Management** and **Change Management**.
 - Documented recurring issues, resolutions, and SOPs for knowledge sharing and process improvement.
 - Coordinated with different teams for escalations and collaborate with cross-functional teams to ensure quick issue resolution.
 - Transferred files between **Windows and Linux servers** using WinSCP, SFTP, and SCP commands.
 - Conducted **shift handovers** to ensure smooth business continuity across teams.
 - Maintained **mailboxes, applications and infrastructure alerts**, taking actions in accordance with **SLA requirements**.
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PROJECT DETAILS

Domain: Banking

Client: Lazard Bank, USA

Technologies: Linux, Oracle 19c SQL

EDUCATION

Bachelor of Engineering (B.E) – Bannari Amman Institute Of Technology ,Sathyamangalam (June 2019 – April 2023)

LANGUAGES

- Tamil
- English