Nazma Sultana

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Employment Summary:

A proven Information Technology professional with 7 years of experience in Unix/SQL/Perl Scripting/Shell Scripting/Oracle 9i/PL SQL/Java/Springboot/Postman/ GitLab/JIRA/Confluence having experience from India and in USA. Completed my Masters in Information Systems and looking out for a full-time position.

Academic Profile:

Completed my Masters in Dec 2021 in the field of Computers and Information Systems from Christian Brothers University.

Project Experience:

Organization: SForce Solutions.
Client: Centene Corporation
Since June 2022 – June 2023
Designation: Application Support Analyst

Skills: Unix, Perl scripting, Shell scripting, SQL, PL-SQL, JAVA, Springboot, Postman, Openshift, JIRA, Jenkins, GitLab, MongoDB, Confluence, Oracle, Swagger

Roles and Responsibilities:
Monitor daily tasks, fixing issues, communicating with the cross functional teams.
Developed new reports as per business requirement and configured them in Prod environment.
Wrote number of SQLs in developing new reports for the business users.
Developed REST endpoints and enhanced the existing ones.
Developed REST end points to connect to Mongo DB and retrieve the data and enhance it into JSON format.
Discussed the development of APIs with team and tested them using Postman and Swagger.
Generate adhoc reports for client to address client concerns in regular standups and meetings.
Worked on multiple CRUD operations on Oracle DB to address everyday task.
Worked closely with team members in identifying the problematic areas and fixing them.
Automated number of processes and configured alerts for production system.
Worked on multiple maintenance windows, deploying the solution using CI CD pipeline.
Worked on multiple incident tickets, tested them and provided peer review and worked on them until closure.

Provided update on all incidents assigned on a daily standup.

Worked with QA team in getting incidents tested in the testing environment and drive them thru until closure.

Develop new reports and processes to address client business requests.

Worked and have good understanding about incident management and change management.

Resolve issues within the SLA.

Document the existing procedures and review any new features coming into production system.

Follow the incident management procedure in getting the incidents resolved and change management procedures in deploying changes into production system

Maintain availability and service uptime of the system.

Worked closely with other team members and QA in getting the new developments and changes tested and deployment in various environments.

Worked closely with QA team in getting unit testing and system testing done.

Developed new REST APIs and modifying the existing logic to meet business requirements.

Experience working on JIRA and Confluence to meet day-to-day tasks.

Followed incident management and change management process in addressing issues.

Developed documents and created confluence pages in documenting workarounds.

Worked closely with business team in gathering requirements and developed new reports and procedures on Oracle DB.

Experience working with GitLab, Openshift, Jenkins to support work assignments and operations.

Worked on both Postman and Swagger in getting the APIs tested.

Developed Proof of testing for every incident and change.

Provide SLA metrics on incident tickets, problem and change tickets.

Fire queries on MongoDB and verify the data in both Oracle and MongoDB is in sync.

Create and Update objects in collections in MongoDB to address issues.

Client: COGECO Connexions

Since Jan 2019 – April 2020

Designation: Application Support Analyst – Production Operations

Skills: Unix, Perl scripting, Shell scripting, SQL, PL-SQL, JAVA, Springboot, Postman, Openshift, JIRA, Jenkins, GitLab, MongoDB, Swagger, CI CD.

 Roles and Responsibilities:

Monitor daily tasks, fixing issues, communicating with the cross functional teams.

Experience in writing shell scripts for automation of application processes, backups scheduling and alerting system.

On-call support in supporting and maintaining application and attending vendor calls and addressing bugs and issues.

Created Bash/Korn shell scripts to monitor system processes.

Monitored CPU, Memory and disk usage to avoid any issues in the system.

Set up multiple cron jobs on different servers.

Worked on disaster recovery environment in configuring jobs and cron entries.

Participated in Operations readiness testing before the launch of operations in a production system
Worked closely with Development in identifying bugs in the system.
Developed number of procedures and functions in the backend Oracle DB to address business requirements.
Extensively worked on procedures, packages, functions, triggers in on Oracle DB for meeting clients requests.
Enhance existing REST endpoints and work on deployment model.
Worked with cross functional team in addressing requirements, worked with QA team in getting the requirements tested and worked on deployment process.
Worked on high priority tickets from client and provide an update on regular basis until closure.
Worked on multiple ad hoc requests from client on pulling reports from the system.
Tested multiple fixes in a testing environment before releasing them for production.
Worked on downtime maintenance windows in applying fixes and driving the window.
Worked on multiple calls with clients regarding bug implementation and billing accounts.
Worked and have good understanding about incident management and change management.
Resolve issues within the SLA.
Maintain availability and service uptime of the system.
Worked closely with other team members and QA in getting the new developments and changes tested and deployment in various environments.
Query data in MongoDB and verify the results.
Document the existing procedures and review any new features coming into production system.
Developed new REST APIs and modifying the existing logic to meet business requirements.
Experience working on JIRA and Confluence to meet day-to-day tasks.
Experience working with GitLab, Openshift, Jenkins to support work assignments and operations.
Automated number of processes and configured alerts for production system.
 Provide SLA metrics on incident tickets, problem and change tickets.

Organization: Netcracker Information Technology India Pvt Ltd
Client: Telefonica

Dec 2017 – January 2019

Designation: Application Support Analyst – Production Operations

Skills: Unix, Linux, Perl scripting, Shell scripting, SQL, Oracle, PL-SQL, JIRA.

Roles and Responsibilities:

Monitor daily tasks, fixing issues, communicating with the cross functional teams.

On-call support for production operations.

Worked on handling applications in production support activities of Red Hat Linux and Windows environment.

Worked on running billing flow and fulfilling client request before billing.
Perform system testing for Production environment.
Contribute to the creation and implementation of requirements for Production.
Tackle issues in the production system.
Handle and drive maintenance windows.
 Prepared run books for understanding operations.
Schedule and stage production run requests.
Developed REST APIs and testing them thru Postman.
Automated number of processes and configured alerts for production system.
Continuously adopt a proactive approach to ensure application reliability and availability.
Participate in testing new processes and their respective changes across the application.
Developed number of procedures and functions in the backend Oracle DB to address business requirements.
Extensively worked on procedures, packages, functions, triggers in on Oracle DB for meeting clients requests.
Enhance existing REST endpoints and work on deployment model.
Worked with cross functional team in addressing requirements, worked with QA team in getting the requirements tested and worked on deployment process.
Address adhoc requests from client in running and configuring new reports and processes and in configuring new processes or reports.
Worked on multiple servers like UAT, DR and Prod servers.

Organization: Crown Solutions India Pvt Ltd.

Designation: Application Support Analyst

Client: ASML

 April 2016 – Dec 2017

Skills: Unix, Perl scripting, Shell scripting, SQL, PL-SQL, Oracle, JIRA, TOAD, Kanban, Linux, ETL.

 Roles and Responsibilities:

 Came up with many new alerts to bridge the gap in monitoring.
Monitor daily tasks, fixing issues, communicating with the cross functional teams.
Automated number of processes and configured alerts for production system.
Adding new functionalities to the existing jobs for production run.
Worked and resolved many bug fixing issues.
Created Bash/Korn shell scripts to monitor system processes.

Ensure incidents and problems for their assigned services are managed effectively and efficiently

Deployments on production windows both downtime and non-downtime.

Develop test and deploy changes in test and production environments.

Worked on high priority incidents and updated stakeholders on timely basis.

Also worked on bug fix issues in SAP BO related to PL-SQL functions.

Worked with change management team and acquire all necessary approvals for the change management.

Worked on disaster recovery environment in configuring jobs and cron entries.

Worked on monitoring tools and perform analysis to attend alerts and address them.

Set up disaster recovery environment and configure jobs.

Tested setting up and running multiple processes in DR environment as a backup plan.

Support applications on Apache tomcat server, JBoss server, java and perl scripting applications on Linux machine.

Document issues on JIRA/ServiceNow.

Developed procedures to address high priority tickets and resolve them in a timely manner.

Worked on ServiceNow and JIRA ticketing tools.

Worked on managing day-to-day activities using TOAD, PL/SQL Developer and Putty to manage the system.