**SANTHOSHI RUPA EGA**

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**OBJECTIVE**

Highly motivated and skilled IT professional with over 5 years of experience as a System Analyst, Incident Management, Technical Support, Service Desk, SQL Reporting, Seeking a dynamic role where I can leverage my expertise in infrastructure management, automation, and troubleshooting to contribute to the success of a progressive organization. Committed to delivering exceptional service, collaborating with cross-functional teams, and continuously improving processes to drive efficiency and innovation.

# CORE COMPETENCIES

**Technology Tools:** | EKS | ECS| Jira | Remedy |Docker |Jenkins | SVN |Maximo |Service-Now |Vinantio | CA | IBM App Connect

**Scripting Languages:** Java | Lotus Script | SQL

**Web & App Servers:** Apache | Apache Tomcat | Nginx | WebSphere

**Cloud services:** Aws | Azure

**Operating Systems**: UNIX, AIX, Linux, Windows

# WORK EXPERIENCE

***Avco consulting July 2023 - present***

***St Louis, Missouri***

***Technical business analyst***

* Proficient in Java programming with expertise in Java 8+ features.
* Strong understanding of object-oriented design principles and design patterns.
* Experienced in version control using Git and related workflows.
* Competent in working with databases, SQL, and ORM frameworks like Hibernate.
* Familiarity with Java-based web frameworks such as Spring and JavaServer Faces (JSF).
* Basic knowledge of front-end technologies including HTML, CSS, and JavaScript.
* Skilled in unit testing using frameworks like JUnit.
* Proficient in build tools such as Maven or Gradle.
* Strong debugging skills and a problem-solving mindset.

***Avansa it solutions Feb 2023 - June 2023***

***St. Louis Missouri***

***Technical Business Analyst***

* Managed and resolved incidents reported by end users, ensuring timely and effective resolution to minimize business disruptions.
* Followed established incident management processes and procedures to ensure incidents were properly recorded, classified, prioritized, and escalated as necessary.
* Conducted thorough incident investigations and root cause analysis to identify underlying issues and implement corrective actions to prevent future occurrences.
* Collaborated with cross-functional teams, including technical support, development, and infrastructure teams, to coordinate and drive incident resolution efforts.
* Provided technical support and assistance to end users, addressing inquiries, troubleshooting issues, and resolving technical problems in a timely and efficient manner.
* Utilized a ticketing system to log, track, and prioritize support requests, ensuring timely resolution and adherence to service level agreements (SLAs).
* Assisted in the installation, configuration, and maintenance of computer systems, software applications, and peripheral devices.
* Collaborated with cross-functional teams, including developers, system administrators, and network engineers, to escalate and resolve complex technical issues.
* Establishes and nurtures synergistic partnerships with business stakeholders, the IT development cohort, and fellow analysts to foster a collaborative environment.
* Successfully completed a project involving DB2 database management system, demonstrating proficiency in working with DB2.
* Successfully contributed to a project involving SQL reporting, demonstrating proficiency in utilizing SQL queries to generate reports and extract meaningful insights from data.
* Experience in branching, tagging, and maintaining the version across the environments using SCM tools like **Subversion (SVN), CVS, Bitbucket,** and **GIT** on **UNIX** and **Windows** environments.
* Configured, supported, and maintained all **Network, Firewall, Load balancers, and Operating systems** in **AWS EC2** and created detailed AWS Security groups which behave as virtual firewalls that controlled the traffic allowed to reach one or more **AWS EC2** instances.

**Amazon Development Centre Oct 2017 - Dec 2019**

***Business Analyst* Hyderabad, India**

* Managing and Monitoring queues to ensure SLAs are maintained.
* Responsible for maintaining and improving Operational Level Agreements (OLAs) and Service Level Agreements (SLAs) for all services while ensuring the resolution of complex technical issues with external teams.
* Assisting ITIL Service support areas of Incident and Change Management and Release management
* Demonstrated proficiency in working across all phases of the software development life cycle (SDLC) while adhering to Agile methodologies.
* Focus on Continuous Process Improvement to maximize customer satisfaction.
* Provide oversight for any processes on the creation and handling of incident trouble tickets including proper severities, SLA guidelines, and incident resolution.
* Ensure service delivered to our customers meets contractual Key Performance Indicators (‘KPIs’)
* Worked on all client-related issues. Gained experience in Enterprise Application Software Development including Analysis, Development, Testing, Implementation, Documentation, and Support.
* Experience with ITSM tools such as BMC Remedy, Service Now, Maximo, Vivantio
* Experience in working with different ServiceNow modules such as Incident Management, Change Management, Problem Management, Service Catalog, and Notifications.
* Followed and adhered to Agile methodologies, such as Scrum or Kanban, embracing Agile values and practices to drive project success.
* Utilized Agile tools to define requirements and documentation, ensuring efficient collaboration, tracking, and management of Agile project artifacts.
* Collaborated with the IT learning organization to assist in the development of system training documentation and provided training to end users, enabling the smooth adoption of Agile-driven solutions.
* Developed and maintained an extensive knowledge base within ServiceNow, documenting recurring incidents and uploading them as valuable resources for future reference. This initiative streamlined incident resolution processes and provided a centralized repository for quick and efficient troubleshooting.
* Ability to execute and prioritize several tasks/requests.
* Understanding of ITIL and IT Service Management concepts
* Performing health checks by monitoring all the servers and checking the disk space values. If the disk space is reaching full, then will work on the server to free up the space. Also deleting dead mail and working on pending mail
* Administration and troubleshooting of Lotus Domino server and Lotus Notes Client
* Troubleshooting on Server Access, Mail Routing, User ID, and Replication.
* Installation and Configuration of Domino.
* Experience with DAOS
* Worked on New user creation, Deletion, Groups, and mailin database creation and deletion according to the polices.
* Creating policy documents.
* Experience with Mobile application DME

**24/7 pvt Ltd**

**Business Analyst I Jun 2016-Aug 2017**

* Managed a diverse range of assets, including physical equipment, financial investments, and software licenses, ensuring accurate tracking and compliance.
  + Conducted regular audits and assessments to verify asset accuracy, depreciation, and maintenance needs, resulting in a 98% accuracy rate.
  + Negotiated vendor contracts and service agreements, achieving cost savings of 15% by optimizing terms and pricing.
  + Spearheaded the implementation of an asset tracking and management system, reducing manual data entry by 30% and improving data accuracy.
  + Collaborated cross-functionally with finance, procurement, and IT departments to align asset management processes and streamline workflows.
  + Developed and executed a comprehensive asset disposal strategy, maximizing returns on outdated equipment and reducing disposal costs by 20%.
  + Ensured compliance with industry regulations and company policies, leading to successful completion of annual audits with zero compliance issues.
  + Implemented a preventive maintenance schedule for critical assets, reducing downtime by 25% and extending asset lifespans.
  + Prepared detailed reports and analysis on asset performance, costs, and depreciation for executive review, aiding in strategic decision-making.
  + Continuously improved asset management procedures, resulting in enhanced efficiency and reduced operational costs.

# EDUCATION

Southeast Missouri State University Cape Girardeau, MO

**Master of Science in Applied Computer Science GPA – 3.4** **December 2022**

**Bachelors in Computer Science and Engineering April 2016**

# CERTIFICATIONS

Microsoft Azure Fundamentals| HDI-SCA| ITIL Change Management