

DHARSANY SAGADEVAN

PROGRAMMER ANALYST



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SKILLS

- Team leadership
- ITIL
- Incident Management
- Technical troubleshooting
- Communication skills
- Problem solving
- Monitoring

EDUCATION

BACHELOR OF COMPUTER APPLI- CATIONS,

K.G College of Arts and Science

06/2015 - 05/2018

60.1%

HSC, SRSI matriculation higher secondary school

06/2014 - 04/2015

70.1%

SSLC, ST Joseph's matric higher secondary school

06/2012 - 04/2013

87%

PROFESSIONAL SUMMARY

As an application support engineer installs, maintains and streamlines software applications. Oversee the management of incidents from start to finish, ensuring that they are resolved quickly and effectively. Establishing and maintaining procedures for responding to incidents with extensive experience in analysing, troubleshooting, and evaluating the issues. Adept at supporting internal clients to maintain productivity and assisting external customers via telephone and webchat.

EXPERIENCE HISTORY

PROGRAMMER ANALYST

03/2019 - 07/2023

Cognizant Technology Solutions Programmer Analyst (L1.5 IT Support)

March 2019 - July 2023

- Provided technical support and troubleshooting for a variety of technology issues.
- Assisted internal and external clients, ensuring efficient resolution of incidents.
- Worked on significant projects such as Wyndham Destinations, Liberty, and Reed Exhibitions.

Roles and Responsibilities

- Utilize ServiceNow for incident management and resolve issues through SOPs.
- Monitor all application-related alerts and provide proactive assistance.
- Responsible for monitoring and addressing critical alerts in support mailbox.
- Monitor and fix issues in ETL tools such as Informatica, ODI, and OBIEE for batch jobs, ensuring timely recovery of data/workflow to maintain business operations.
- Create and update documentation for all problems and the solutions applied.
- Conduct health checks and distribute the findings to L2 and higher teams.
- Providing support within the agreed-upon service level agreement (SLA) timelines while understanding the business requirements.
- Checking and confirming applications and database integrity during weekend maintenance, and keeping track of the progress.

COURSES

ITIL V4, Infosys Springboard

HOBBIES

Hand crafts

Hiking

Travel

LANGUAGES

English

Malayalam

Tamil

PROJECTS

REED EX-Managed Services Trans – Cognizant, Chennai

12/2020 - 07/2023

- Supervised a team/ served as a main point of contact and directed the team towards accomplishing a significant goal.
- Incident Management using ServiceNow and provided resolution by following SOP - standard operating procedures.
- Reporting the status of customer servers by performing Health checks and made sure all servers are up and running fine.
- Publishing SOPs and KB article for new issues.
- Knowledge transfer to freshers.
- support other teams by during patching / weekend activities by monitoring alerts and jobs.

LM GRS AVM SMO – Cognizant, Coimbatore

02/2020 - 12/2020

- Responsible for monitoring support mailbox and action on critical alerts.
- Responsible for monitoring batch jobs and fix the issue, in case of known error.
- Perform health checks and share the result with L2 and above teams.
- Responsible for initiation of a bridge line and responsible for moderating/driving a bridge call.
- Responsible for providing leadership updates of ongoing and closed/Service Restored bridges.
- Responsible for Process Improvement Ideas/activities to increase efficiency.
- Responsible for providing data on an ad-hoc or a scheduled basis, as and when required
- Validating applications & DB during weekend maintenance and updating the status.

Wyndham-WVO(L1/L2) – Cognizant, Chennai

05/2019 - 12/2020

- Monitor, Administrate and Support using Business Intelligence tools such as Oracle Hyperion Interactive Reporting, Hyperion Shared Services and Oracle Business Intelligence Enterprise Edition as a part of batch data flows.
- Responsible to join the bridge during planned maintenance/activity to validate applications and to schedule the jobs.
- Initiating the call with vendor and connect user to fix the issue and get resolved.
- Understanding the business needs and provide support within service level agreement (SLA) timelines.
- Support workday operational activities using data-warehousing tools such as Informatica Workflow Monitor, Workflow Manager and Repository manager and also analyze ETL Load failures and recover data/work flow in database tables on-time that ensures business continuity.