

Kavitha K
Senior System Engineer - Infosys Limited

Salem, Tamil Nadu - Email me on Indeed: [indeed.com/r/Kavitha-K/8977ce8ce48bc800](https://www.indeed.com/r/Kavitha-K/8977ce8ce48bc800)

Seeking to work with a software firm, to constantly upgrade my knowledge and utilize my existing skills to benefit the concerned organization

WORK EXPERIENCE

Senior System Engineer

Infosys Limited -

December 2014 to Present

Unix, CA7 scheduler

Infosys Limited -

December 2015 to February 2018

Qlikview Level 1 • Basic knowledge of creating simple dashboards with different Production support style using Qlikview components like List Box, Slider, Buttons, charts and Bookmarks.

- Created different types of sheet objects like List boxes, Buttons, Multi box.
 - Good knowledge of monitoring Qlikview Dashboards
 - Monitoring Critical dashboards and communicating delay to clients
 - Involved in Qlikview initial error analysis and the concerned team to trouble shoot the issue
 - Monitoring Qlikview dashboards from end to end and manually refreshing the tasks if needed
 - Handling service request for manual refresh of dashboards
 - Monitoring Qlikview dependent ETL jobs in CA7 job scheduler
- Level 1 (BI process) • Involved in monitoring batch jobs in CA7 job scheduler
- Managing the daily workload based on priorities and maintain SLA's to provide quality services to end users
 - Responsible for sending daily and weekly reports to the clients
 - Initial analysis of log files and fixing of environment related issue in ETL Process
 - Coordinating with concerned team in troubleshooting of major business related issues and sending notification to the clients on timely manner
 - Responsible for all Process related activities like incident management and change management
 - Involved in documenting the process, procedures and flow of ETL Process for critical applications
 - Respond to user service requests and resolving them within stipulated time
 - Participated in Incident Management and Problem Management processes for root cause analysis, resolution and reporting

<https://www.indeed.com/r/Kavitha-K/8977ce8ce48bc800?isid=rex-download&ikw=download-top&co=IN>

EDUCATION

Networking, Infosys Limited

Foundation Training Program in Networking

2016

Bachelor of Engineering in Information Technology

REiume Institute of road - Erode, Tamil Nadu

2014