

## REVATHY SHEELA JAYAPRAKASH – Application Support Engineer



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📍 Dubai – United Arab Emirates

### Career Profile:

A highly competent, motivated and enthusiastic person with **06 Years and 03 Months** of working experience in **Incident Management**. Well-organized and proactive in providing timely, efficient and accurate support to clients and staffs. Seeking a challenging position in Application Support in a renowned organization where I can enhance my skills and strengths in conjunction with the company's goals and objectives.

### Key Skills:

- Good understanding of Incident Management & SOC operations
- Client server technology
- WebLogic, Informatica, **PL/Sql, Unix**, ITSM)
- Broad understanding of applications support
- Assertiveness
- Flexible & Adaptable
- Excellent in client request
- Exceptional understanding of Systems and procedures
- Conflict Management & Problem Solving
- Strong organizational skills.
- The ability to work well under pressure
- Discrete and Ethical
- Enthusiasm for continual learning
- Excellent Project/ Vendor management skills
- Good analytical and communication skill

### Professional Experience:

**RP Group of Companies, Dubai, UAE** [April 2015-Present]

#### Application Support Engineer

#### Duties and Responsibilities

In-charge of Applications – Reporting to Application Manager.

- Handling Companies online portals (both B2B & B2C) successfully.
- Respond to network and host based security events
- Addressing and resolving service impacting events as they occur in a timely manner
- SOC & Security Analysis reporting
- Actively troubleshooting and/or escalating events and incidents
- Serve as an escalation point for difficult problems and complex inquiries

- SIEM monitoring, and other operational tasks
- Identify affected systems and the scope of the attack
- Log analysis and management
- Troubleshooting L2 incidents and closing incidents on the ITSM tool and updating the KB documentation.
- Perform scheduled security checks and operations.
- Manages changes, incidents and problems across multiple data centre environments to protect production and disaster recovery systems critical to business success
- Provides immediate response and coordination aimed at minimizing the duration of service interruptions
- Make decisions regarding real-time incident resolution activities
- Ensures effective and rapid response to major incidents
- Producing management information, including KPIs and reports
- Made use of helpdesk systems to prioritize work-load and update queries and calls
- Monitoring the effectiveness of incident management and making recommendations for improvement
- Driving, developing, managing and maintaining the major incident process and associated procedures
- Providing constant technical support for applications to ensure optimal durability and reliability.
- Worked productively together with the engineering and customer-support departments and teams
- Updated management on a regular basis through reports and presentations and via email.
- Worked closely with the developers of applications to advise concerning changes on system-levels.
- Maintained close collaboration with vendors to ensure timely support whenever necessary.
- Made effective and much appreciated suggestions for changes in the system applications, and gave expert advice as to proper operation.
- Assist with the development of processes and procedures to improve incident response times, analysis of incidents, and overall SOC operations

## **India Option Software Pvt Ltd – Kochi, INDIA**

### **Jr. IT Support Engineer – [July 2014 - February 2015]**

#### **Duties and Responsibilities**

- Providing 1st and 2nd line technical support on Windows; answering support queries via phone and email
- Visiting customer sites to troubleshoot problems that can't be fixed remotely
- Maintaining a high degree of customer service for all support queries
- Taking ownership of user problems and being proactive when dealing with user issues

- Planned and executed routine repairs and system upgrades.
- Performs incident escalation, both functional and hierarchical, when necessary

## Achievements:

- **Coordinated and lead the development team of online portals (B2B & B2C) for Travel Division and launched the portal successfully.**
- Privileged to be an active part of the RP Group team having more than 85,000 employees globally.
- Best employee of the month (December 2014) – India Option Software

## Educational Summary:

- **Graduation:** B.Tech (Bachelor of Computer Science & Engineering)- University of Kerala - (2010-2014)
- Higher Secondary Education, Board of Secondary Education, Kerala – 2010.
- Secondary School Leaving Certificate (SSLC), General Education Department, Kerala – 2008.

## Personal Details:

- **Date of Birth** : 02/12/1992
- **Gender** : Female
- **Nationality** : Indian
- **Relationship status** : Married
- **Visa Status** : Husband Sponsorship
- **Passport No** : N9877304 [Valid until 2026]

**Language speaks:** English (**IELTS Band 7.5**), Malayalam, Hindi and Tamil

## Off Work:

- Reading Quora, Books, Online blogs/articles
- Internet browsing, Searching new technology.
- Interested in Organizing, Planning, Negotiation.

## Reference:

- **Mr. Renjith R – Head (Finance, HR & Operations)** (RP Group of Companies, Dubai)  
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- **Ms. Sikha Pillai – Manager (IT/ Applications)** (RP Group of Companies, Dubai)  
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