Meera Kulkarni

Application Support Analyst

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SUMMARY

Application Support Analyst with 5 years of production support for insurance policy, billing and warehouse applications on SQL Server and Oracle. Investigates incidents with SQL, Unix logs and Python scripts, and follows ITIL incident management and change management in Jira. Holds a B.S. in Computer Science and ITIL 4 Foundation.

EXPERIENCE

Application Support Analyst

06/2023 - Present

Triangle Mutual Insurance Group

Raleigh, NC

Regional property and casualty insurer with 1,100 independent agents.

- Resolve 60-80 tier 2 incidents a month on the policy system used by **1,100** agents, meeting SLA 97% of the time.
- Write SQL queries against SQL Server and Oracle to trace failed billing records and correct data through approved scripts.
- Automate 6 daily health checks with Python and Unix shell, catching batch failures before business hours 40+ times.
- Coordinate 30 releases a year through change management, running post-deployment checks with developers.

Junior Application Support Analyst

08/2021 - 05/2023

Capital Boulevard Logistics

Durham, NC

Third-party logistics provider with 4 distribution centers.

- Supported a warehouse management application for 4 distribution centers, closing about 35 tickets a week in Jira.
- Reviewed Unix job logs each morning and restarted failed interfaces, holding order sync above 99.5%.
- Maintained 50 runbooks on SharePoint so new analysts could handle common incidents in their first week.
- Joined major incident bridges as the application contact, posting status updates every 30 minutes.

SKILLS

- SQL
- SQL Server
- Oracle
- Unix
- Python
- Incident Management
- Change Management
- ITIL
- Jira
- SharePoint

EDUCATION

Bachelor of Science

05/2021

North Carolina State University

Raleigh, NC

Computer Science

CERTIFICATES

ITIL 4 Foundation

09/2022

PeopleCert