Production Support Course in Chennai

Become a Job-Ready Production Support Engineer in 2 Months with SQL, Jira, Cloud, Windows & Linux.

A focused 2-month programme that takes you from SQL to the daily work of a production support engineer: querying and fixing data, handling tickets in Jira, basic cloud setup, and solving real Windows and Linux problems such as network issues, slow PCs, printers, updates and disk errors, finishing with a real support ticket simulation.

Your Trainers

Shravanth — Linux Architect, Cloud Architect & DevOps Technical Specialist
14+ Years of IT Industry Experience

Parthiban — Senior AWS DevOps & Linux Trainer
5+ Years of Experience

Course Curriculum

Part A: SQL — Basics to Real-World Weeks 1–5 · Topics 1–15

Everything a support engineer needs to query, fix and tune data.

M01. SQL Basics & Table Design Week 1

- Database, table, row and column; SQL types: DDL, DML, DQL, DCL, TCL
- Data types: INT, VARCHAR, DATE, DECIMAL, BOOLEAN
- CREATE, ALTER, DROP, TRUNCATE
- Constraints: PRIMARY KEY, FOREIGN KEY, UNIQUE, NOT NULL, DEFAULT, CHECK
- SELECT and WHERE (=, >, <, AND, OR, NOT, IN, BETWEEN, LIKE, IS NULL)
- ORDER BY, LIMIT, DISTINCT and aliases (AS)

M02. Modify, Aggregate & Functions Week 2

- INSERT, UPDATE, DELETE
- COUNT, SUM, AVG, MIN, MAX; GROUP BY and HAVING
- String functions: CONCAT, SUBSTRING, UPPER, LOWER, TRIM, LENGTH
- Date functions: NOW, DATEDIFF, DATE_FORMAT, EXTRACT
- Number functions: ROUND, CEIL, FLOOR, ABS
- NULL handling: COALESCE, IFNULL; CASE WHEN

M03. Joins, Set Ops & Subqueries Week 3

- INNER, LEFT, RIGHT, FULL, SELF and CROSS JOIN
- UNION, UNION ALL, INTERSECT, EXCEPT / MINUS

- Subqueries in WHERE, FROM and SELECT; correlated subqueries
- EXISTS and NOT EXISTS
- CTE (WITH) and recursive CTE

M04. Window Functions & Advanced DB Week 4

- ROW_NUMBER, RANK, DENSE_RANK; LAG, LEAD; NTILE
- Running totals (SUM OVER); PARTITION BY, ORDER BY
- Views; clustered, non-clustered and composite indexes
- EXPLAIN / execution plans
- Stored procedures, user-defined functions and triggers
- Transactions: COMMIT, ROLLBACK, SAVEPOINT; ACID, isolation levels, locks and deadlocks

M05. Design, Performance & Real-World SQL Week 5

- Normalization (1NF–3NF, BCNF) and denormalization
- ER diagrams; star and snowflake schema; fact and dimension tables
- Query optimization techniques and indexing strategy
- Partitioning and avoiding common slow-query mistakes
- ETL / ELT basics; warehouse tools such as Amazon Redshift
- Security: roles, GRANT, REVOKE; backup and restore; PIVOT / UNPIVOT; JSON in SQL

Part B: Jira, Cloud, Windows & Linux Support Weeks 6–8 · Topics 16–30

The day-to-day skills of a production support engineer, all lab-based.

M06. Jira & Cloud Basics Week 6

- Jira: tickets, priority, status and workflow; how support teams work on issues
- Create and connect to a cloud server
- Access control and securing cloud resources
- Cloud storage basics and how to use it

M07. Windows Troubleshooting Week 7

- Windows commands to find system and user details
- Windows commands to diagnose network connectivity issues
- Slow PC and hanging applications: find and fix performance problems
- User accounts: forgotten passwords and creating new users
- Printer not working: step-by-step fault checks
- Windows repair: corrupted files and random errors

M08. Support Practicals & Ticket Simulation Week 8

- Mini ticket simulation: handle a support ticket end to end
- Hardware inventory: list and document system hardware
- Drivers and devices: check, update and fix
- Windows updates: manage and troubleshoot
- Disk and storage: check disk health and free up space

Linux Basic Commands Weeks 7–8

- Navigation and files: pwd, ls, cd, mkdir, touch, cp, mv, rm

- Identify the server and user: uname -a, whoami, hostname
- Viewing and searching: cat, less, head, tail -f, grep and find
- Permissions and users: ls -l, chmod, chown, sudo, useradd
- Processes and resources: ps, top, kill, df -h, du -sh, free -m
- Network and logs: ping, ip a, ss / netstat, curl, ssh, /var/log, journalctl, systemctl status

Projects & Hands-On Labs

Mini Ticket Simulation
Handle a support ticket from report to resolution, just like a real support shift: log it in Jira, investigate, fix and document.

Find & Fix Slow Queries
Use EXPLAIN plans, indexing strategy and query rewrites to speed up slow SQL, and fix data issues safely with transactions.

Windows Troubleshooting Clinic
Diagnose network problems, slow PCs, printer faults, update failures and disk errors with Windows commands and tools.

Linux Server Investigation
Trace an issue on a Linux server using logs, processes, disk and memory checks, and network commands.

Enrol & Contact

Book a free demo class or a 1-on-1 counselling session.
Call / WhatsApp: +91 89399 15577
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Website: www.greenstechnologys.com
25 centres across Chennai, Bengaluru, Coimbatore, Trichy and Salem, plus live online batches. Curriculum may be updated by the trainer to reflect current industry practice.