



AKSHAY DILIP KHAKE

Production Support Engineer

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Experience

Lauren Information Technologies Pvt. Ltd

Navi Mumbai

Working as Production Support Engineer

12/2023

Client :- HDFC BANK

- Working as Production Support Engineer at Lauren Information Technologies Pvt. Ltd. (Since Aug- 2023 to Till Date)
- Roles & Responsibilities:
- Handle Payzapp application and production related issue.
- Log all Incident/Service Request details on JIRA , allocating categorization and prioritization error codes.
- real time monitoring APIs, UPI, transactions and various other services through multiple dashboard to ensure seamless operations.
- Root cause analysis investigate and analyze the root cause of system failures and discrepancies to implement long term solution that prevent recurrence.
- Responsible for issuing an acknowledgement On Time and own the full responsibility to drive the key metrics
- Ability to correlate alerts and create a meaningful picture to conclude an impact
- Ability to understand and correlate logs to problems & Troubleshoot issue.
- Aggressively chase the relevant On Call teams to Engage the final resolver for the Incident in the shortest possible time
- Record and classify received Incidents and undertake an immediate effort in order to restore a failed Service as quickly as possible
- Provide first-line investigation and diagnosis of all Incidents records
- Escalate Major Incidents to the Incident tickets bank Business Team & others as per Escalation Matrix.
- Escalate Incidents at risk of breaching Service Level Agreement to the Incident.
- conduct test with banks if required

Montran corporation Private ltd

Navi Mumbai

Production Support Engineer

02/2023 - 08/2023

- Projects: - Payment Domain (UPI,NEFT,RTGS,)
- Log all Incident/Service Request details on JIRA , allocating categorization and prioritization error codes.
- worked on RTGS and NEFT messages ISO20022, ISO8583 (Pacs02,pacs009,pacs008,camt59)
- having good exposure to payment area, Retail banking and Payment processing.
- Monitoring and providing the support for SFMS, MQ, GPS application for Axis Bank client.
- Support Perform the DR activity for GPS application.
- Update the knowledge of the payment system with the coming changes.
- Maintain the SOP of the all the new things which are performed.
- Monitoring of CPU utilization of servers Nodes and services day to day transactions on NEFT /RTGS acquiring/decline status of Axis Banks.
- Providing on calls and Email support to branch for NEFT /RTGS related issues and logs Analysis.
- Performing the testing in the all the environment (Production/UAT).
- Work in Banking application (GPS) full time support.
- Update knowledge and skills to keep up with rapid advancement in industry

Experience

Financial Software and System

Navi Mumbai (Belapur)

Application Support Engineer, Financial Software and System

09/2022 - 02/2023

- [P] Ltd. [FSS Tech]
Client:- STATE BANK OF INDIA.
- Projects -Base 24 Support & POS Monitoring of CPU utilization of servers and VISA/MASTER/RUPAY cards day to day transactions on POS/ATM's acquiring/decline status of SBI and other Banks.
- Monitor the product using monitoring tools from prevent failure such as ATM up/down status. Troubleshoot for base24-eps issue & Support for banks for base24 issue.
- Performed DR Drill activity.
- Support the SMS & Email applications of SBI by using Linux and SQL.
- Adding new ATM's and host to the network by configuring the parameters in NCS and BASE24 and associate branch migrate to in SBI by reconfigured again.
- Troubleshooting with ATM's sites by checking all switch configurations TMKEY and Network till ATM get live.
- Providing support for ATM's download, Screen issue, IP/Port change, ATM id changes and TM keys issue.
- Deploy new releases and patches in production for ATM switch. Maintain the report on daily basis for Add/Delete/Modify of all ATM's.
- Generating IBR on daily basis, uploading data and analyzing ATM switch balance. Maintaining ATM/CDM/RECYCLER machine related admin difference in database

Lipi Data System LTD

Navi Mumbai

Application Support System Engineer

08/2021 - 09/2022

- Client :- State bank of India
- SBI BANK Handled over 11191 SBI Passbook machine kiosk Across Pan India.
- Co-ordination with service team to give the appropriate service to client.
- Monitoring server, application Server, Patch updation and New Kiosk machine configuration.
- Remotely resolving application issues. Deploy new releases patches through analysis machine logs reports.
- Troubleshooting with Kiosk machine sites by checking all switch configurations and solve technical issue,Identify the areas for improvement.
- Analyzing the monitored parameters.
- Responsible for Installations, loading, Configuring and testing new software manually, updating patches and software implementation.

AGS Transact technology LTD

Navi Mumbai

Technical Support and Cash Management.

10/2019 - 08/2021

- Client :- Axis Bank
- handle production related issue and ATM's machine planning of Cash Management (Vaulting/Non-Vaulting) to provide cash indent.
- Daily work is to planned cash indent for ATM's & follow up for same.
- ATM s cash out- managing high cash level or low cash level.
- Handling escalation from bank Teams & MSP with Mail support.
- Resolving Bank cash Procurement issues.
- Coordinate with regional team for any service-related issue.
- Resolved machine technical & network issue.

CMS Info System LTD

Navi Mumbai

Customer Service Representative

02/2017 - 10/2019

- ATM Monitoring -coordinating with banks and custodians keeping the ATM's machines continues in transaction and live mode.
- Handling escalations and issues related from vendors and banks.
- Logging the call for any ATM related issue and taking up with engineers & custodian making the resolution on priority.
- Preparing of daily reports on priority basis based on timelines.
- Requesting for SLM Call log on mails & CRM Portal.
- Handle with higher level Escalations with Proper Solution on calls as well as mails.

Academy of Achievement

Navi Mumbai

Best Employer of the Year Award.

01/2017 - 01/2019

- Achievement Best Employer of the Year Award.
- Excellent operation Award

Education

K.B.P College of Vashi
bachelor management studies

Navi Mumbai (Vashi)
01/2017 - 12/2019

- From karmaveer bhaurao patil college Vashi, Navi Mumbai

Maharashtra State Board Pune
H.s.c {10+2}

Ratnagiri
12/2016

- Is passed out from Maharashtra State Board Pune in year - 62 %

Maharashtra State Board
S.s.c {10}

Ratnagiri
12/2014

- S.S. C is passed out from Maharashtra State Board Pune in year - 73 %

Summary

- Professional with 6.6 years of experience specializing in payment domain and production support Engineer.
- Processing domain using Banking Payment domain and ATM BASE-24 Switch support.
- Processed payments for customers using a variety of payment methods such as credit cards, debit cards.
- Resolved customer payment issues in a timely and accurate manner, Operated various payment processing systems and software.

Skills

JIRA • Service Now • Elastic (Kibana) • Grafana • Dynatrace • App Dynamics • performance Center • OEM • Linux • SQL Server • GPS Application