

Dharmender Gosai



About Me



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Pune

Career Objective

Ability to do work which helps in the growth of my organization as well as mine in key aspect areas, dealing with software work in IT sector while being resourceful, innovative, and flexible.



Accomplishments

Having more than 2.4 years of experience working in Production Support and having hands-on experience in LINUX, Windows server, SQL, ITIL. Maintained all documents related to the project, issues tracker with resolution, weekly meeting, and technical-related documents. Resolved production & support issues accurately within a short span of time. Strongly involved in the database. Having supportive, Innovative, hardworking, and Decision-making qualities.



Professional & Technical Summary

- Functional expertise in automation and configuration management using Shell Scripting and Jenkins, GIT, Docker, WebLogic, Linux, SQL.
- Good experience in Splunk for log analysis.
- Good Expertise in Docker and Docker Swarm.
- Evaluated risk assessment reports to design and enforce new health and safety policies.
- Trained production line employees to follow new product specifications and workplace regulations.
- Areas of expertise skills in databases Oracle, SQL .
- Operating Systems Unix, Confidential, Linux.
- Monitoring Tools Splunk, Grafana
- Ticketing Tool- Service Now, Remedy, JIRA
- Extensive experience in Incident, Problem, and IT Change management
- Linux administration, Web Server installation, Server troubleshooting, and Backup. Patching
- Mac OS installation, Time machine backup, Troubleshooting.
- Extensive experience in Installation, Configuration, Migration, Trouble - Shooting and Maintenance of Splunk Apache Web Server on different UNIX flavor's like Linux.
- Continuous monitoring of the alerts received through emails to check if all the application servers and web servers are up by Grafana.
- Managing the technical bridge
- SQL Database maintenance activity
- Working on Production and Non-Production, outages and priority issues
- Monitoring CPU Utilization and Memory Utilization and their alerts
- Change Request creation, managing, working and task implementation.

- Job Scheduling and monitoring on CONTROL-M.
 - Troubleshoot batch job problems to identify which job step failed, identify the root cause, fix the problem, and restart the job
 - Ensure proactive measures to avoid errors/issues & escalations.
 - Working on PRODUCTION Priority issues.
 - Representing the team in production change management meetings, and outage calls Impact assessment meetings for production changes.
 - Escalating the issues to the development and higher-level support teams for further assistance if needed.
 - Extending post-implementation, application maintenance and technical support to the client.
 - Always meet the SLA guidelines
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Roles and Responsibility

- Good Expertise in Application / Production L1 & L2 Support.
- Handling Batch failures and working on L1 environment.
- Written Docker File.
- Troubleshooting the Docker container if any issues.
- Deploy Application on Docker containers.
- Provide L2 support for database production issues reported by customers.
- Involved in the maintenance and enhancement of the activity.
- Conducting system study coordinating with team members for maintenance and support.
- Debugging Linux and writing SQL queries for database monitoring.
- Understanding the requirements and functional specifications of change requests.
- Delivery management of running project with timely updating to customer & business team.
- Application Production Support Monitoring & Trouble shooting.
- CR creation, managing, working and task implementation.
- Working on Build Change Management and Problem Management within the SLA.
- Coordinating with team members for maintenance & support.
- To make sure that all servers and applications are running fine i.e., health status is green.
- Managing Outages and incident issues.
- Monitoring CPU Utilization and Memory Utilization and their alerts.
- Ensure proactive measures to avoid errors/issues & escalations.
- Impact assessment meetings for production changes.
- Escalating the issues to the development and higher-level support teams for further assistance if needed.
- Extending post-implementation, application maintenance and technical support to the client.
- Track the development activities initiate proactive measures to avoid any delays and provide regular status updates to the steering committee on the project's progress.
- Ensure proactive measures to avoid errors/issues & escalations.
- Conducting system study/ coordinating with team members for maintenance & support.
- Debug various reporting issues and data mismatches with business users
- Working hand-in-hand with client counterparts to handle critical user requests/issues
- Worked with L3, and L4 teams to make sure the batch ran smoothly and regulatory reports were generated successfully within SLA
- Prepared and sent out communication to users in case of delays and SLA breach
- Good Experience in L1 & L2 application support engineer.



Computer Proficiency

Tool	Icinga, Grafana
Database	Microsoft SQL Server, Oracle 21c
Operating system	Linux, Windows
Ticketing tool	JIRA, BMC Remedy
Scripting language	UNIX Shell Scripting
Job scheduling tool	Control –M
API	POSTMAN,RESTFUL
WebApp Server	JBoss, Apache Tomcat, WebLogic



Education

Masters of Computer Science	2016-2018
MIT college, Pune	Marks 62.3%



Personal Details

Name: Dharmender Gosai
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