RESUME

Vaishnavi Sandip Avhad

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Professional Summary:

- Having **1.10 years** of experience in IT as an **Application and Production support engineer** and good in writing **SQL queries** and **Linux**, **UNIX commands** and basic knowledge **of PL/SQL** and also worked with **L1 support team**.
- Work experience in **SQLServer**
- Work experience in **PL/SQL Stored procedure**.
- Work experience in writing **Unix/Linux** shell commands as per need.
- Good work experience in handling client call's and resolving client issues on top of the priority.
- Work experience in Creating and modifying the **CRONTAB** for cleaning up data like **error logs, older archive logs**,
- Knowledge of **ITIL Incident Management, Problem Management, Change Management**

Experience Details:

Working with **Digitech Magic** as **"**Application Support Engineer**"**.
Total experience : 1.10 years.
Skills : **Linux, Unix, SQL, PLSQL, ITIL, Python, shell scripting**

Technical Skills:

Operating System	: Windows 10, UNIX, Linux
Database Tool	: **SQL Server 2012**
Languages known	: SQL, PLSQL, Python, C++
Tools	: Putty, **TWS**, BMC Remedy, JIRA

Work Profile

Project Name : Mortgage Workforce Management Process (MWMP)
Role   : Application Support Engineer

- Mortgage Workforce Management Process is a banking domain project and it is related to loan department of bank. There are 3 applications on which we are working and handling them such as Field Plan Mortgage Loan (FPML-07), Field Plan Mortgage Interest (FPMI-07), Field Plan Mortgage Recovery (FPMR-07).
- There are three servers for each application and they are as production server, disaster recovery server and testing server.
- Each application contains different job streams.
- There are upstream and downstream and in that Loan jobs, Field people, Field reserve upstream are there. We are storing whole data in these 3 databases and we pull this data with the help of DB-link into our FPML database/FPML Application.

Roles and Responsibilities:-

- Providing Level-1, support for data applications.
- Good knowledge of **banking domain.**
- The core role was to keep application up 24/7 and to be in touch with administrators and users to help them and to resolve server and application related issues.
- Check **email alerts, notification mails** and any ticketing tool with their priority.
- Maintain and manage system software tools and applications.
- Having Good Knowledge Of **LINUX/UNIX**
- Execution **of DDL and DML statements in SQL Server** to analyze and rectify issues.
- Having Knowledge about database object like Table**, Subquery, Join, Constraints, Set Operator, View in SQL and PLSQL.**
- Creating and modifying the **CRONTAB** for cleaning up data like **error logs, older archive logs**, unnecessary text files from the live server and secondary server from time to time to maintaining the space for EOD and SOD activities and log files.
- Interface with end-users.
- Weekly meeting with client to discuss the WSR (Weekly status report) for ongoing issues and escalations.
- Working in co-ordination with **Linux team, Development team, DBA team, Middleware team, Network administration team**, other application support group for any issues related to database and applications.
- Good understanding of **ITIL** Process Like **Incident management, Change management, Problem Management**.
- Resolving application related queries and issues based on the ticketing system.
- Sending daily report and health checks to client about application availability.

Educational Qualification:

Qualification	Board / University	Percentage/CGPA	Year of Passing
BTech	Pune University	7.7	2024
HSC	Maharashtra Board	63.13	2020
SSC	Maharashtra Board	83.80	2018

Personal Details:

Name.   : **Vaishnavi Sandip Avhad**
Address   **:** Flat no 402, 4th floor, Uma Mahesh apartment, Rambaug colony, kothrud, Pune. 411038.
Date of Birth   : 25-11-2002
Languages Known   : English, Hindi and Marathi.
Strengths   **:** Dedication, Quick Learner.
Nationality.   : Indian.

I, under signed, here by confirm that all the above-mentioned information is correct and true to best of my knowledge.

                                                                                           Vaishnavi Avhad