CURRICULUM VITAE

Akshay Raikar

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Objective:

To be a part of an organization, where I can utilize my knowledge, skills and attitude for mutual gain and I establish my career in the field of software developer.

SUMMARY:

- Technical professional with over **2 year 4 months** experience in **application support & enhancement, service delivery** and **Customer Relationship Management (CRM)** in **Consumer** and **Manufacturing and Technolog**y domain.
- Insightful knowledge of **Citrix Net Scalar** and **Citrix Access Gateway**, Incident Management Tool ie. **O'Service**.
- Good knowledge in **Oracle** and **Delphi**.
- Good knowledge on **Reports** and **Dashboards**.
- Currently associated with **Wipro Technologies**.

EMPLOYMENT DETAILS:

- Daily monitoring the **Polling Activities** and handling the issues if any.
- Communicating with clients to determine specific **requirements** and **expectations**; managing client expectations as an indicator of quality.
- Creating and managing the **estimates**, **project plan, SCM** creation for **Production Level modification.**
- Fulfilling Client's request on time.

- Provide **backend support**.
- Provide **enhancements** on the existing applications as per the demands of the Client.
- **Acknowledge** and **resolving** the **tickets** with in the specific period of time.
- **Granting or revoking** access to users for the respective application.
- Ensured that customer is satisfied and all deadlines were met within **project budgets**.

TECHNICAL SKILLS:

OS: Windows OS

Applications: Windows Applications (MS-Excel, MS-Word, MS-Power Point Presentation, MS-Outlook, etc.)

Markup/Scripting Languages: HTML, DHTML, CSS, Javascripts.

Language: Delphi, Java, .NET and Oracle.

Incident Management Tool: O'Service.

Citrix Products: Citrix Net Scalar and Citrix Access Gateway.

CERTIFICATIONS:

COBC Certification.

Certification in **ITIL**.

Certification in **MS-CIT.**

Certification in **Hardware and Networking.**

EDUCATIONAL QUALIFICATION:

Course	Institute/College/School	University/Board	Class	Year of Passing
Std X	P.E.S.T English Medium High School	Maharashtra	1st Class	2010
Std XII	P.V.H.S Jr. College	Maharashtra	2nd Class	2012
B.Sc.(CS)	B.N. Bandodkar College Of Science	University Of Mumbai	1st Class	2015

ACHIEVEMENTS:

Participated in **basket-ball** and bagged **3st Prize** at college level.

Awarded participation certificate for participating in **Cyber Crime seminar** held in B.N.Bandodkar College in 2013.

Awarded **Medal** for **subject topper** by B. N. Bandodkar College in 2014.

Awarded **1st prize** for Fashion Show by B. N. Bandodkar College in 2014.

Awarded **2nd prize** for Best Male Model by B. N. Bandodkar College in 2014.

PERSONAL DETAILS:

Name: Akshay Naresh Raikar.

Address: Flat no. 13, bldg. no. 8, Damani Society, Thane-(W) Pin: 400602

DOB: 22 Aug 1994

Languages: English, Hindi, Marathi, Konkani.

Hobbies: Playing basket-ball and drawing.

E-MAIL: deva52500@gmail.com.

Contact Number: +91-9819769070.

DECLARATION:

I hereby declare that the information provided by me is correct to the best of my knowledge and belief.

Place: THANE

Akshay.N. Raikar