

<div>Deven Agrawal</div> <div><div><div><div></div></div><div>Pune,maharshtra</div></div><div><div><div></div></div><div>9370612004</div></div><div><div><div></div></div><div>devagrawal345@gmail.com</div></div></div>		
Profiles	<div><div><div><div></div></div><div>Deven Agrawal</div></div><div>LinkedIn</div></div> <div><div><div><div></div></div><div>Deven Agrawal</div></div><div>Naukari</div></div> <div><div><div><div></div></div><div>Deven Agrawal</div></div><div>Trailblazer</div></div>	
Summary	Seeking a challenging role in an innovative environment where I can leverage my skills in application support and further enhance my expertise while contributing to the growth of the organization.	
Experience	<div><div><div>LEANK(KEI) SERVICES(I) PVT. LMT, Pune.</div><div>Application Support Engineer</div><div>Skills : LINUX, SQL, Shell Scripting , ITIL.</div><div>Tools Used : Service Now, Control M</div></div></div>	<div><div>March 2023 - present</div><div>Pune</div></div>
Technical Skills	<div><div>Languages</div><div>SQL, javascript, HTML, CSS, Shell Scripting</div><div>Operating System</div><div>Windows 11, Linux</div><div>Tools</div><div>Service Now, Control M, Git Github</div><div>Others</div><div>MS Office Exel, Salesforce Admin, Prompt Engineering</div></div>	
Projects	<div><div><div>Banking and Financial Domain application project</div><div>Position : Application Support Engineer</div><div>Responsibilities :</div><div><div><div></div>Stop / Start applications & processes, File system Management Tasks</div><div><div></div>Monitoring the application and performing server Health Checks</div><div><div></div>Managing and tracking issues using Service Now ticketing tool .</div><div><div></div>Raising Incident and Change Requests involving Production environment on frequent basis and ensuring approvals and Testing Sign Off from QA Team</div><div><div></div>Manage incidents and provide resolution meeting established SLA/OLA</div><div><div></div>Co-ordinate with appropriate team like DBA, Windows, Linux, System Admin,</div><div><div></div>Working on the issues highlighted by customer/support team</div></div><div>own GPT</div><div>created own GPT using HTML CSS & javascript</div><div>Amazon Clone</div><div>Using HTML & CSS</div></div></div>	
Education	<div><div><div>SPPU</div><div>Computer Engineering</div><div>7.51 CGPA</div></div><div><div>SGBAU</div><div>64.62%</div></div><div><div>SGBAU</div><div>61.00%</div></div></div>	<div><div><div>2019 - 2023</div><div>Bachelors Of Engineering (B.E)</div></div><div><div>2016-05-01 - 2018-02-19</div><div>HSC</div></div><div><div>2015-04-01 - 2016-03-16</div><div>SSC</div></div></div>
Achievements	<div><div><div>Great Learning Academy</div><div>ChatGPT for Beginners</div></div><div><div>LinkedIn Learning</div><div>MS Office Excel Certification</div></div><div><div>Lords Institute of Engineering & Technology</div><div>HTML/CSS Quiz</div></div></div>	

Skills	Quick Learner
	Leadership Quality
	Positive Attitude
	Ability to work as individual as well as in group
	Willingness to learn new

Languages	English
	Hindi
	Marathi

Personal Details	Name	: Deven Ghanshyam Agrawal
	Date of Birth	: 23 July 2000
	Gender	: male
	Address	: In front Of Bharat Sales, Weekly Market Place, Buldana, PIN-443001
	State	: Maharashtra
	Country	: India