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Divyanshu Pandey

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Career Objectives

Knowledgeable engineer skilled in analysis, management and good problem skill. I am willing to learn adapt to challenges. I am self-motivated, a quick learner and a team player. I have excellent work ethics, and team oriented.

Executive Profile

- Experience to support real time critical applications in Production environment based on Windows.
- Good debugging skill and ability to troubleshoot, resolve complex production issues and log analysis. Involved in Change management and DR Support.
- Involved in Deployment support and experience in prepare and review of the deployment plans.
- Ready to learn new technologies as per the client requirements.
- Good problem-solving, Interpersonal skills, hardworking, good team player.

Education Details

Qualification / Degree	Discipline	Education Institution	University	Year of Completion
High School	High School	MODERN CITY MONTESSORY INTERMEDIATE COLLEGE	Board of High School and Intermediate Education UttarPradesh	2016
12th Grade	Mathematics	MAHARAJA AGRASEN INTER COLLEGE DEORIA	Board of High School and Intermediate Education UttarPradesh	2018
B.C.A.	Computer Applications	Makhanlal Chaturvedi National University of Journalism and Communication	Makhanlal Chaturvedi National University of Journalism and Communication	2021

TalentNext Certified Skill

Skill Details: Powe BI , MySQL.

Programming Language	: Java(Basic), C, Python(Basic)
DataBase	: MySQL, Oracle Database
OS	: Windows
Skills	: Application Support ,ITIL - Incident Manager, CA Unicenter, MySQL, Support Engineer, Production Support.
Tools	: PowerBI ,Visual Studio , ITSM – Service Now , Eclipse , MySQL Work bench.

Experience Summary

Project Name	BoQ-Apps-Support-R
Organization	Mphasis
Duration	01-Sep-2022 – 31-May-2023
Environment	Application Support, CA Unicenter;ITIL - Incident Manager, Production Support
Role	Associate Software Engineer

Description of Project:

- I have been working for Bank of Queensland (Australia), Handling the corporate applications which deals with credit scoring, loan management, debt management, file transfers etc.
- Have been working on automating Windows systems tasks and file transfer using PowerShell ,Remote desktop etc.
- Worked on payments settlements, reconciliations of payments and generating reports Have been part of all the back end transfer of files for Lease Management system, Have worked on Unicenter, Job scheduling and Message alerting tool by CA.
- Installation and syncing the tool with other servers, Scheduling the jobs and triggers for jobs to run automatically. Worked on software's to encrypt and decrypt the files to have the secure data for the client while transferring it to third parties.
- Working experience in 24x7 client and production serversupport Familiar with the Incident Management, Problem Management and Change Management processes. Experience in using client ticketing tools like Service Now.

Responsibilities:

- In my 6 months experience, I supported critical applications on Windows in a production environment. I good in debugging, troubleshooting, and analyzing logs to resolve complex issues.
- I actively participated in change management, disaster recovery support, and deployment preparation and review.
- working on automating Windows systems tasks and file transfer using PowerShell ,Remote desktop etc.
- Worked on payments settlements, reconciliations of payments and generating reports Have been part of all the back end transfer of files for Lease Management system, Asset and Liabilities Management system, Have worked on Unicenter, Job scheduling and Message alerting tool by CA.
- Scheduling the jobs and triggers for jobs to run automatically. Worked on software's to encrypt and decrypt the files to have the secure data for the client while transferring it to third parties.
- Working experience in 24x7 client and production server support Familiar with the Incident Management, Problem Management and Change Management processes.
- Experience in using client ticketing tools like Service Now.
- I am adaptable to learning new technologies as per client needs and possess good problem-solving and interpersonal skills as a dedicated team player.

Training Experience Summary

Project Name	Library Book Management System (MLA Training)
Organization	Mphasis
Duration	MAY-2022 to JUNE-2022

Environment	Apache Tomcat 8 Server, MySQL, , Angular CLI, JDK 1.8, Eclipse IDE.
Role	front-end and back-end (Database) developer

Description of Project:
We created a dynamic and responsive java Library Book Management System web application for online handling the Library. .

Technology Used:
HTML & CSS, JavaScript, JSP, Java, MySQL, Tomcat. Angular, Bootstrap.

Responsibilities:

· Provides the searching facilities based on various factors. Such as View book and Contact.
· Save and Manage the information of the library(Books, Students details, Author Details) through the Database.

Personal Details

Date of Birth	28-01-2001
Sex	M
Nationality	Indian
Languages	English, Hindi, Bhojpuri
Strength	Problem Solving , Self Motivated, Quick learner and A Team Player.
Mail Id	Divyanshu.pandey@mphasis.com
Mobile No	9140977723
Interests	Cricket, Music, Fitness.