



FAISAL KHAN

PRODUCTION SUPPORT LEAD

CONTACT

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MUMBAI

EDUCATION

2015 - 2018
MAULANA AZAD COLLEGE,
AURANGABAD
DR. B.A.M.U., AURANGABAD

- Bachelor of Computer Applications (BCA)
- Percentage: 67.61%

SKILLS

- Team Management
- Root Cause Analysis
- Leadership
- Effective Communication
- Critical Thinking
- System troubleshooting
- Incident management

LANGUAGES

- English (Fluent)
- Hindi (Fluent)

PROFILE

A highly skilled and results-driven Production Support Engineer with extensive experience managing and optimizing multiple applications. Expert in database management, application support, and resolving complex production issues. Adept at conducting thorough root cause analysis (RCA) and implementing permanent fixes. Proven leadership in guiding teams through critical system management, troubleshooting, and addressing user queries. Strong in system health checks, application updates, and cross-functional collaboration with stakeholders to ensure seamless operations. Successfully led projects such as Document Tracking Management and Transaction Monitoring, driving change requests and delivering timely solutions aligned with business objectives.

WORK EXPERIENCE

Production Support Engineer

APRIL 2024 - PRESENT

Piramal Capital & Housing Finance Limited

- Lead production support for multiple applications, ensuring smooth operations and minimizing downtime.
- Responsible for identifying permanent fixes and root cause analysis (RCA) for production-related application issues.
- Guide the support engineer team to provide seamless support to branch users and the business team.
- Oversee health checks of applications before business hours, ensuring no impact on business operations during working hours.
- Conduct regular meetings with senior business teams to understand and address queries and challenges related to applications.
- Handle business escalations via email and support tickets, ensuring prompt resolution.
- Manage internal and external audits related to user management processes.
- Gather new requirements from the business and liaise with the development team to raise necessary tickets for implementation.
- Plan and implement automation strategies to enhance application usability, reduce manual tasks, and improve user efficiency.
- Coordinate with the API team to develop and integrate APIs, ensuring smooth data flow between multiple applications.
- Monitor and manage API performance, ensuring timely data flow between systems; manually execute APIs to restore data flow if necessary.
- Oversee Vulnerability Assessment and Penetration Testing (VAPT) for production servers, identifying vulnerabilities and working with Infra and development teams to resolve issues

● **Application Support Engineer**
Lauren Information Technologies

DECEMBER 2022 – MARCH 2024

- Worked on Piramal Capital Housing project, providing support for multiple applications and resolving user issues.
- Provided application rights to users based on requirements and approvals.
- Monitored emails and support tickets, troubleshooting issues and providing timely solutions..

● **Application Support Engineer**
CMS IT Services Pvt. Ltd.

October 2021 – November 2022

- Worked on Piramal Capital Housing project, providing support for multiple applications and resolving user issues.
- Provided application rights to users based on requirements and approvals.
- Monitored emails and support tickets, troubleshooting issues and providing timely solutions..

● **Technical Support Engineer**
Impact Infotech Pvt. Ltd.

February 2020 – June 2020

- Provided support to IDFC First Bank clients, handling inbound and outbound calls to address customer issues.
- Delivered solutions and information related to customer inquiries and issues.

● **Technical Support Executive**
Pinnacle Technology.

December 2018 – December 2019

- Provided support to Auxilo Finserve clients on their database.
 - Wrote Oracle SQL queries to fetch data as per daily requirements.
 - Updated, deleted, and modified database records based on daily requirements.
 - Built and maintained successful relationships with service providers.
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