Kapil Sawankar

ITIL Consultant

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Summary

Innovative and experienced ITIL certified and release Engineering professional. Engineering management, Major incident management, Problem Management, Change and configuration CMDB management. Passionate and quality focused implementation specialist including process improvement specialist and solution consultant. with in-depth knowledge in agile and Kanban practice. Extensively worked on ServiceNow on-prem and cloud platform. Hands-on experience on Jira dashboard with sprint methodology. Experience in planning, development and implementation of windows and Linux server with AWS and vSphere platform including BigFix BESClient Installation and Java Upgrade. Expertise in Jira admin

Experience Details

Lead Engineer

FIS Solutions India PVT Limited, Pune

Jul 2022 - Present

Project: FIS Cleared Derivative Trade Clearing

- Responsibilities

> Good written and oral communications, phone etiquette, and customer service skills.

> Core responsibility is to Lead, Monitor and report IT Applications, System issues to Application team and Business proactively.

> Good working knowledge of Application Monitoring tools, track anomalies to relevant stakeholders. Good Understanding of Technical concepts and has working knowledge of troubleshooting and analysis of network, applications, systems, and device issues.

> Should work as a team player, shows initiative, and has a strong desire to share knowledge with others. Maintains high quality of work; able to multitask in a fast-paced environment.

- Good understanding of ITIL processes including Incident, Problem, Change, Knowledge, and Event Management.
- Process-oriented; understands the organizational benefits of processes and the need for compliance. Suggest or implement improvements to team processes and procedures.
- Open to work in different shifts, including days, nights, weekends, and holidays to support a 24X7X365 environment.
- Working on trade clearing web application release management.
- Working as ServiceNow and Jira admin to provide user level and project level access. Working on Big-fix BESClient installation and patching.
- Handling the weekly and monthly release process.
- Creating vSphere infrastructure using terraform and monitoring the infrastructure as per client requirement.
- Handling the responsibility of Unix and Windows Server. Handling Incident with Critical priority to low priority Following Agile SDLC with Kanban Practice.
- Working on Major incident management and including the required team in the call. Worked on veritas NetBackup failure and SCOM management. MSSQL Application job monitoring and troubleshooting.
- Worked on AutoSys job scheduler and IXP Monitoring

Technology Analyst
Infosys Limited Pune
Jan 2019 - June 2022 (3 years 7 months)

Project: Intel Corporation Back Office Application

- **Responsibilities**

- Worked as a ServiceNow admin and ITSM specialist.
- As ServiceNow admin, handled the responsibility of ServiceNow migration, testing, changing the queue of incident to redirect the incident to correct team.
- Worked on ServiceNow change request and problem ticket.
- Worked on ServiceNow on-prem and ServiceNow cloud platform Operative responsibility in problem management (incident

management, problem management) for all items which impacting operations.

➢ Handled the responsibility of Oracle Analytics server admin.

➢ Handled the responsibility of test engineer for Oracle Business Intelligence data Migration. Manage VM VCenter (User access control, Core services, Server plug-ins, Server interfaces, Site Recovery Manager)

➢ Handled the Azure VM administration for daily and weekend VM shut down activity. Handled the responsibility of test engineer for Oracle Business Intelligence Data Migration.

➢ Manage VM VCenter (User access control, Core services, Server plug-ins, Server interfaces, Site Recovery Manager)

➢ Handled the Azure VM administration for daily and weekend VM shut down activity.

➢ Experience in AWS compute service including amazon EC2 Instance, VPC, Amazon S3 Bucket

Education

Pimpri Chinchwad Education Trust's. Pimpri Chinchwad College of Engineering
Master's Degree, Heat Power Engineering
2014 – 2016
8.16 C.G.P.A. (First Class with Distinction)

Sant Gadge Baba Amravati University, Amravati
Bachelor of Mechanical Engineering
2010 – 2013
63.33 % (First Class)

Government Polytechnic, Yavatmal

Diploma, Mechanical Engineering
2007 – 2010 [69.21 % (First Class)]

Maharashtra State Board
S.S.C.
2006 – 2007
75.84 % (First Class with Distinction)

Skills

Analytical Skills • ServiceNow Administration • Agile Methodologies • IT Service Management • ITIL • IT Operations • Infrastructure • DevOps • Amazon Web Services (AWS) • IT Infrastructure Management Jira

Honors & Awards

Outstanding Performance - Infosys
May 2020
Awarded as Best Employee in project for the Year 2019-2020

Personal Details:

Name : Kapil Sakharam Sawankar

Date of Birth: 31st May 1991

Marital Status: Married

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