# Kapil S. Sawankar



**Mobile No**: **+91-9503540684**

**E-mail**: Kapil.sawankar@gmail.com

# Experience Summary

* Working as **It Infrastructure Operations and service management Analyst** with **4 Years** of experience in Infosys Limited and FIS Global respectively.
* Worked on wide range of tools as DevOps Engineer like **putty & SSH(UNIX) , Git (Version Control), Jenkins (CI/CD Pipeline) BigPanda (Monitoring Tool) , ServiceNow(Ticketing tool), ServiceSnow (Change request ticketing tool), Jira, Bitbucket,** AWS Cloud, Azure Portal, Xshell,
* Skillfully Building relationships with Internal and External Bodies for the smooth movement of operations
* Effective communicator exceptional interpersonal skills
* Understanding of ITIL Process
* Understanding of DevOps Methodology
* Agile Kanban Certified
* Deep knowledge of providing support to application configuration.
* Good understanding of ITIL V3 lifecycles and processes.
* Familiarity with various automated database reporting tools.
* Ability to coordinate with technical and non-technical audiences.
* Act as L1, L2 and L3 support in application support
* Ability to communicate with management.
* Performed gap analysis on all present infrastructure programs.
* Ability to handle the severity one incident at any point of time
* Good understand and hands-on active directory right management services in windows server.

# ACADEMIC PROFILE:

* **Master of Engineering in Mechanical Engineer (M.E.)- 8.16% (First Class with Distinction) Pimpri Chinchwad College of Engineering, Nigdi, Pune**, Maharashtra(2016)

# Bachelor of Engineering in Mechanical Engineer (B.E.)- 63.33% (First Class) Sant Gadge Baba Amravati University Amravati, Maharashtra(2013)

* **Diploma in Mechanical Engineering – 69.21% (First Class ) Government Polytechnic, Yavatmal, Maharashtra** (2010)

# Secondary School Certificate Examination (SSC)- 75.84% (First Class -Distinction) Shri Samarth Highschool, Ghatanji , Maharashtra (2007)

**TECHNICAL SKILLS:**

* **Language** : UNIX
* **Operatingsystem** : Windows 10, UNIX/Linux, RedHat, Centos
* **Database** : MSSQL
* **Application Server** :TomCat Server
* **Tools** : Jenkins, Bitbucket, AWS, ServiceNow, Terraform, Bigpanda, Jira
* **Other** : MS-Office (MS Word, MS Excel, PowePoint)

# Work History

|  |  |  |
| --- | --- | --- |
| Duration | Organization | Designation |
| July 4th 2022 – Till Date | FIS Solutions India Private LTD, Pune | Lead Engineer |
| January 21st 2019 – June 29th 2022 | Infosys Limited, Pune | Technology Analyst |

**Experience Details**

|  |  |  |  |
| --- | --- | --- | --- |
| Organization | : | FIS Solutions India Private L.T.D., Pune |  |
| Project | : FIS Cleared Derivative Trade Clearing Process | |  |
| Date | : July 2022 – Till Date | |  |
| Domain | : Banking and Finance | |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Organization | : | Infosys Limited |
|  | Client | : Intel | |
|  | Project | : Intel Corporation | |
|  | Date | : January-2019 – June 2022 | |
|  | Domain | : Manufacturing | |

# RolesandResponsibilities

* Operative responsibility in problem management (incident management, problem management) for all items which impacting operations.
* In depth knowledge of IT Operations management.
* Worked on VMWare Vpshere to troubleshoot Windows, Linux server related issue
* Worked on global service management with command center
* Extensively worked on global service management and command center to handle the IT operations track smoothly.
* Act as It Security and SPOC to handle critical security incident in 24/7 operational support.
* Worked in global service management, SCCM, ITSM and ServiceNow Platform.
* Worked on command center platform, CMDB alerts.
* Manage VM VCenter (User access control, Core services, Server plug-ins, Server interfaces, Site Recovery Manager)
* Experienced in working on **DevOps** operations process and tools.
* Extensively worked with Version Control Systems like **GIT.**
* **Maintaining the administer Virtual Infrastructure & VM template management.**
* Ensure effective control of the service providers for managed services as per defined SLAs
* Experience in handling high/critical Priority Incidents and monitoring the group queue in the ServiceSnow/ Jira
* Performed routine management of Unix and Window environment like monitoring Disk Space and CPU Utilization
* Co-ordinating with client as well as application, development Team Members and other
  + Worked on exchange server management, Veritas NetBackup Failure.
  + VM Creation for different projects within SLA
  + User communication in case of major incident
  + Resolve the incident and problem within SLA
  + Worked on SCOM and exchange server to reduce messaging que.

# Strengths

* + Lead and Worked as Team in an organized way in many incidents
  + A high tolerance of stress and enjoys responsibilities
  + Quick learner
  + Action Oriented and result-focused

# PERSONAL PROFILE:

|  |  |
| --- | --- |
| Name | Kapil Sakharam Sawankar |
| Date of Birth | 31sr May 1991 |
| Marital Status | Married |
| Nationality | Indian |
| Address | C-201, G.K. Rose Mansion, Punawale, Pune - 411033 |
| Contact No. | 9503540684 |
| Languages Known | English, Marathi, Hindi |
| Email-id | [Kapil.sawankar@gmail.com](mailto:Kapil.sawankar@gmail.com) |

I do hereby declare that all the above given information in the resume are true, complete and correct to the best of my knowledge and belief.

(KAPIL S. SAWANKAR)