LAVESH RAWAL

lavesh.rawal@infosys.com

Experience Summary:

Effective 2 years experience in frontend web development with HTML, CSS, JavaScript, React and MSSQL. Overall 7 years of experience in NOC, IT and Application Support. Skilled in Windows & Linux OS and servers, Virtualization tech and IT infrastructure management.

Technical Skills:

✓ HTML, CSS, Javascript, React, JSON, Vmware,mySQL,OracleDB,Docker, Active directory services, Windows and linux Administration,MS SQL, CSS,BootStrap,AmazonAWS, Azure,GIT,Bitbucket,NPM.

Qualification:

✓ Master of Science in Information Technology Punjab Technical University

✓ Bachelor of Computer Application (June 2011) MLS University Udaipur, Rajasthan.

Work Experience:

The Logic Factory - Ahmedabad INDIA: (April 2016 – May 2022): Application Support Engineer
Technologies Used: Quintiq, VMware, JavaScript, HTML, CSS, React,Dockers, Azure, VeamBackup, MS SQL, OracleDB, Windows Servers, IT Infrastructure Management.
Responsibilities:
- Troubleshoot application related issues for development team, once deployed to Production, Support for clients.
- Managing tickets, assigned correct priority, maintain SLA for support tickets.
- Detail log analysis, finding root cause, primary issue analysis, plan and apply fix, once resolves, close the issue with client's feedback and confirmation.
- Making changes to sites as per requirements related to layout and functions in with HTML, CSS and JavaScript and React. Deploy and publish sites on MS IIS servers and troubleshoot in case of any issues related to Protocols, ports, services, access and installation.
- Tracking of issue reported in and with constant feedback with client make sure all requests are being taken care on time with proper responses.
- Setting up Laptop/Desktop Servers and Database configuration for developers.(setup ODBC Connection between Application and Database) and troubleshoot issues if required.
- Allocate and manage access, required hardware's, application access for users, manage firewalls and AD users accounts, granting MFA, configuring outlook, mailboxes, access cards, biometric, for users.
- Conduct Knowledge/Training session for our support Team for Technical and Support Improvements.
- Monitor and troubleshoot client's and Internal Applications issues(Functional, connection, installation and access).
- Manage Backup and restore of the Servers and sites and Hardware's and took care of all IT related issues for internal users.

Musikaar Software, Ahmedabad INDIA 12/2014 – 07/2015 Software Quality Analysis Engineer.
Technologies Used: JIRA,MS SQL, HTML, CSS, JavaScript, Python, MySQL, JSON,Git.
Responsibilities:
- Investigated customer complaints and product issues.
- Develop and execute test plans to ensures that all objectives are met.
- Performed functional, regression and unit testing and reported the bug in JIRA.

Infosys®