SAGAR MAHALLE | SOFTWARE ENGINEER

Warje Jakat Naka ,Pune | Pin Code-411 058|

Contact No-9096462010 | Email Id- sagarmahalle75@gmail.com

PROFESSIONAL SUMMARY

To develop myself as a better professional by continuous learning and to utilize the knowledge & experience gained, towards the achievement of organizational goals.

PROFILE SUMMARY

- Good experience in **Application and Production support** of oracle and UNIX technology.
- Good expertise and experience in Banking management system.
- Application Production support **Monitoring & Trouble shooting.**
- Good exposure and experience on **Servicenow** and **Control-M** tool. Have a good knowledge of **ITIL process**.
- Working on build of project or environment driving the **incident management** within the **SLA** .
- Ability to work in tight schedules and efficient in meeting deadlines with good **understanding of the business requirements**
- Ability to learn new technologies, good written/verbal communication, leadership and team work skills.

PROFESSIONAL EXPERIENCE

Current Employer: LEANK(KEI) SERVICES(I) Pvt. Ltd, Pune.

Total Experience   : 1 year 9 months.

Designation   : Application Support Engineer

Skills   :   LINUX, SQL, Shell Scripting ,ITIL.

Tools Used   : Service Now, Control M, Putty,Pycharm.

TECHNICAL SKILL

Languages   : SQL, Python

OS   : Windows 11,Linux

DBMS Package : SQL Server 2012

Skills   : Linux,IncidentMangaement,Problem,management,monitering, Troubleshooting.

Tools   : Service Now, Control M, Putty, Git Github, Jenkins

PROFESSIONAL EXPERIENCE

Project   : Canadian Imperial Bank of Commerce   (CIBC)

Position   : Application and Production Support Engineer

Responsibilities :

- Stop / Start applications & processes, File system Management Tasks, Systems and Services **Health Checks**, **Data Management Tasks**.
- **Monitoring** the application and performing server Health Checks.
- Managing and tracking issues using   **Service Now ticketing tool**.
- **Raising Incident** and **Change Requests** involving Production environment on frequent basis and ensuring approvals and Testing Sign Off from QA Team.
- Manage incidents and provide resolution meeting established   **SLA/OLA.**
- Co-ordinate with appropriate team like DBA, Windows, Linux, System Admin,
- Developer and QA.
- Coordinating with various Business User's on daily basis and resolving issues around derivative's confirmation with respect to the trade.
- Proactive **monitoring & maintenance** in order to avoid any service disruption.
- Working on the issues highlighted by customer/support team
- Escalating application production issues to the L2 or L3 or infrastructure team as and when required and following up with them for consistent **RCA**.

EDUCATION DETAILS

2013-2018 | Amravati University

Bachelor of Engineering

PERSONAL DETAILS

Date of Birth   :01 August   1994

Gender/Nationality   :Male/Indian

Address   :At.DagadParwa Tq. Barshitakli Dist.Akola , Pin - 444401

Languages Known   :Marathi, English, Hindi.

DECLARATION

I hereby declare that all the information given above is true to my knowledge & belief.

Date :

Place:

SAGAR MAHALLE