CURRICULUM VITAE

SANJAY RAMJI SINGH

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❖ Objective:

- ✓ Looking for a position as Application Support Representative in a company that requires and values high level of work ethics, combined with technical know-how skills and effective interpersonal communication.
- ✓ Seeking continuous learning, creativity/innovation prospects and contributing my best of knowledge, skills and efforts towards organizational and self-development.
- ✓ Commitment to continuous learning and skill set development.

❖ Current Professional Experience

Jewelex India Private Limited	PERIOD: - Dec 2016 to Till date
DESIGNATION: - IT-Application Support	

Application Support Specialist – Representative

First Line Support – Provided various technical support services for the company's software applications, including problem analysis and resolution**.**

Technical Work:
- ➢ Worked closely with the developers of applications to advise concerning changes on Application-levels.
- ➢ Involved in Development /Testing and maintenance along with team members.
- ➢ Experienced in consulting, application installations, implementation and Enhancements.
- ➢ Adding users to existing software and given right access to use of software.
- ➢ Solve the application debug issues problem or run time error problem.
- ➢ Providing online and remote assistance for technical faults
- ➢ Understand the Client Requirement and develop or Changes in software.
- ➢ Responsible in requirement and design walkthroughs & coordinated with clients.
- ➢ Database Monitoring and taking backup of useful and important data for future analysis
- ➢ Installation Database creation & up gradation of SQL server 2005, SQL Server 2008/ SQL Server 2008 R2, 2012 and 2014.
- ➢ Backup the databases and perform database restore and run consistency checks from SQL Server and application.
- ➢ Review the SQL Server error log for any errors or security issues (successful or failed) that are unexpected.
- ➢ SQL Server 2014 Database Server, Maintenance, and Administration.
- ➢ Solve the debug issues problem or run time error problem.
- ➢ Taking the database backup on daily basis of all Process wise and campaign wise.

PROJECT PROFILE:

Project Title: 1	Dim Trade Application (Diasoft)
Duration	Dec 2016 Till Dated
Database	SQL Server 2005/2008/2012/2014 (Backing Up and Restoring Data)
Key Role	Understanding of Application Flow, database structures, principles, theories and practices. Familiar with T-SQL coding problem solving and analytical skills

Diebold Systems Private Limited	
DESIGNATION: - Application Executive.	March 2014 to 9th Dec 2016 (**2.10 yrs**)

Project Owner: - **Bank of Baroda Dispute Cases (PAN INDIA)**

Technical Work:
 ➢ Analysis of Dispute cases of Bank of Baroda (Pan India)
 ➢ Handing Dispute related Issue of banks, Managing Database.
 ➢ Supporting Application of Bank EJ pulling and DVR.
 ➢ Customer Dispute case resolving.
 ➢ Daily EJ Reports to Bank
 ➢ Do RCA for the disconnected cases.
 ➢ Ensure Custom Campaign Processes are carried out within banking term.
 ➢ Incident Management
 ➢ Involved in Development /Testing and maintenance along with team members.
 ➢ Responsible for Application Implementation and Enhancements

PROJECT PROFILE:

Project Title: 1	IQESD – EJ Pulling Software
Duration	March 2014 to Dec 2016
Project Title: 2	Radia – EJ Pulling Software
Duration	March 2014 to Dec 2016
Project Title: 3	DVR — EJ Pulling /Agent Monitoring Software
Duration	March 2014 to Dec 2016
Database	SQL Server 2005/2008/2012/2014 (Backing Up and Restoring Data)

❖ **Past Professional Experience:-**   Total 1.3yrs

CMS Info Systems PVT LTD.	
Designation: Customer Support Engineer.	From 25th Jan 2013 to 4th Mar 2014

RESPONSIBILITIES HELD: -

 ➢ OS Hardening for Desktop and Laptops.
 ➢ Configuring Laptops and Desktop into Domain.
 ➢ Installations of All Software's for Laptop and Desktop as per Firm Policy.
 ➢ Installation of MacAfee Safe boot Endpoint Encryption for All Desktop and Laptops.
 ➢ Troubleshooting of MacAfee Safe boot issues, and if any major issues which is not resoluble locally then coordinating with Singapore team till resolution.
 ➢ Handling all Daily BAU calls.
 ➢ Configuring Blackberry Enterprise Mail Account.
 ➢ Configuration New User Profile, Outlook Configuration, Network Printer Configuration.
 ➢ Data card Installation & Troubleshooting.
 ➢ Installation of Cisco VPN Client and Troubleshooting of the same.
 ➢ Taking Backup of Laptops and desktop if any, restoration of the same for user as per Firm Policy.

❖ IT QUALIFICATION (BCA)

➤ <u>Bachelor of Computer Applications</u> from Tilak Maharashtra University (Pune) with an aggregate of 50% (2012)

❖ Educational Qualifications:

➤ T.Y.B.COM Mumbai University an aggregate of 52.63% (2012)
➤ HSC with an aggregate of 50%. (2008)
➤ SSC with an aggregate of 44% (2006)

❖ Area of Interest:

Interest	Basic Skill
Data Analysis	MSSQL,Toad,Excel
Website Development	HTML,CSS,WordPress
Administration	OS,Linux,Servers

❖ PERSONAL DATA :

About Me:
✓ Have the ability to work in a fast paced environment, Good Interpersonal Skills and Ideal team player
✓ Basic knowledge of Unix\Linux (Self use) and MSSQL

Birth Date : 13th April 1988
Language know : English, Hindi, Marathi
Nationality : Indian
Religion : Hindu
Marital Status : Married
Gender : Male
Hobbies : Playing chess, internet Surfing,.

Place: Mumbai
Date:

Declaration: I hereby declare that above information is correct to the best of my knowledge and belief.

Yours sincerely
Sanjay Singh