**Tapas Mohite**

**Parramatta NSW 2150**

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**Summary:**

* AWS Certified Solution Architect Associate 2018 (SAA-C01) and AWS Certified Developer Associate (DVA-C01), and an AWS & data visualization enthusiast with hands-on experience designing, architecting & developing AWS based applications & creating data visualizations, dashboards using Tableau, Alteryx & R.
* Exceptional ability to effectively communicate with technical and non-technical users and administer and troubleshoot issues with IT systems and ERP applications support adhering to industry best practices including ITIL V3.
* With Master’s Degree and Bachelor’s Degree in Information Technology, I have extensive technical education and professional experience in Information Technology of more than ten years.
* Application programming in Java, Python, JavaScript, database systems (Oracle 12C, 11G, PostgreSQL), ticketing system, Windows desktop and server operating systems, Office 365, Active Directory, ACL, controlled access and role based access systems.
* Provide onsite and remote Level 2 application and IT infrastructure support to more than 140 duty-free and travel retail stores in AU and NZ, and 150+ corporate office users in Sydney.
* Configured devices in Nagios XI. Monitored all network nodes including POS, time clocks, Network switches (HP), routers (Cisco), back office computers and system resources.
* Provide Application support and administration of enterprise application Microsoft Dynamics NAV.
* I do strongly believe in work ethics, taking ownership of all the assigned tasks. With excellent written and verbal communication skills to interact effectively and efficiently, I am extremely efficient working in a team environment as well.

**Certifications:**

1: AWS Certified Solution Architect Associate 2018 – (SAA-C01), Sep 2018

Digital badge: <https://www.certmetrics.com/amazon/public/badge.aspx?i=1&t=c&d=2018-09-29&ci=AWS00467806>

Validation Number: V0E0VCNCK11EQ9KT

Validate at: <http://aws.amazon.com/verification>

2: AWS Certified Developer Associate 2018 – (DVA-C01), Oct 2018

Digital badge: <https://www.certmetrics.com/amazon/public/badge.aspx?i=2&t=c&d=2018-10-29&ci=AWS00467806>

Validation Number: 49C3D3NKKJ44QC51

Validate at: <http://aws.amazon.com/verification>

**Access additional documents on OneDrive by clicking on the following URL,**

<https://1drv.ms/f/s!AibXNYAUyS6bgs4HAfl2pq9SdeZm3Q>

**Courses and Certifications:**

|  |  |
| --- | --- |
| ITIL V3 Foundation, Sep 2017 – UDEMY | Certificate Number: UC-ERJE07W4 |
| The Complete Oracle SQL Certification Course, Oct 2017 – UDEMY | Certificate Number: UC-MK2478JC |
| Oracle SQL Developer, Oct 2017 – UDEMY | Certificate Number: UC-QDL76MBO |
| The Complete PostgreSQL Boot camp - UDEMY | Certificate Number: UC-Q36NGI8A |
| VMware vSphere Certified Associate 6 (VCA6) - UDEMY | Certificate Number: UC-0VH24LD1 |
| AWS Certified Solutions Architect Associate, 2018 - UDEMY | Certificate Number: UC-O1WGFNHM |
| AWS Certified Developer Associate, 2019 - UDEMY | Certificate Number: UC-6PDER4XH |
| Tableau 10 Training For Data Science - UDEMY | Certificate Number: UC-Y5JHBUUD |
| R Programming - Advanced Analytics In R For Data Science – UDEMY | Certificate Number: UC-SOOUGOU9 |
| R Programming A-Z™ - R For Data Science - UDEMY | Certificate Number: UC-8RILN3C6 |
| Alteryx Boot Camp - UDEMY | Certificate Number: UC-7XP1BKLL |
| Microsoft Windows Server 2012 R2 Administration for beginners, Jul 2017 – UDEMY | Certificate Number: UC-8DPY76NA |
| Web Hosting 101, Sep 2017 – UDEMY | Certificate Number: UC-U1K78I1Q |

**Educational Qualification:**

**Masters of Information Technology** - Specializing Software Design & Development

Charles Sturt University, Sydney, NSW – June 2016

**Subjects Undertaken:**

|  |  |
| --- | --- |
| Programming in Java 1 | Information Systems Strategy |
| Programming in Java 2 | System Development Project Management |
| Programming Principles - Python | System Analysis PG |
| Database Systems | Interface Usability |
| Cloud Computing | Research Work |
| Computer Organisation and Architecture | Topics in IT Ethics |

**Capstone Project Work**

**Title:** Re-Engineering Agile Software Requirements Engineering Process (ASREP) to Minimize IT Project Failure Rates, 2016

**Bachelor of Engineering Information Technology** - Specializing in Artificial Intelligence & Mobile Computing

Pune University, Pune India - 2011

**Major Subjects Undertaken:**

|  |  |
| --- | --- |
| Software Engineering | System Operation and Maintenance |
| Information System Security | Distributed Systems |
| Advanced Database Management Systems | Information Retrieval |
| Software Testing and Quality Assurance | Artificial Intelligence (AI) |
| Object Oriented Modelling and Design | Data Structures and Files |
| Mobile Computing | System Software |
| Human Computer Interface | Discrete Structures |
| Management Information Systems | Programming Paradigm & Methodology |
| Theory of Computation | Operating System |
| Engineering Mathematics I, II and III | Computer Network Technology |
| Database Management Systems | Principles of Communication Engineering |
| Multimedia Systems | Microprocessor Systems |
| Data Communication and Networking | Management and Finance |
| Computer Organisation | Electronics Engineering |
| Fundamentals of Data Structures | Digital Electronics and Microprocessor |

**Graduation Project:**

**Title:** The NXTGEN Login Security System (Company Sponsored)

Java, SMS API, Mail API, Client-Server Architecture, Mobile Communications; backend Database in MySQL

**Seminar:**

Topic: Digital Information Preservation.

**Mini Projects:**

**Title:** The Result Analysis Software.

Front End Visual Basic (VB) and backend in Oracle 9i and Ms Access.

**Title:** The Book Store Management Software, the Library Management Software

Front End Visual Basic (VB) and backend in Oracle 9i.

**Skills:**

* Programming Language: Java, Python, HTML, CSS, SQL, PL/SQL
* Database Systems: Oracle Database 12C, 11g, 11g Express Edition R2, 10g, 9i, Oracle SQL Developer 17.3.1, Java SE 8, pgAdmin 4, R-3.4.3
* AWS: EC2, KMS, S3, RDS, VPC, ELB, Cloud Formation (YAML and JSON), Lambda, Elastic Beanstalk, Cloud Watch, IAM, Glacier, SNS, SES, Route 53, AWS Networking, CI/CD (AWS CodeDeploy and CodePipeline), Data Pipelines, AWS CLI, Dynamo DB, RedShift, Kinesis, EMR, CloudTrail, Direct Connect, Networking and Cloud Security.
* Editor: Eclipse, IntelliJ Idea Community Edition 2017.3
* Reporting BI Tools: Jaspersoft Studio, Jasper Reports, Tableau Public 10.4 Desktop, R, Alteryx
* OS: Oracle Linux, CentOS, Ubuntu, Windows Server 2012 R2, Windows 10/8/7/Vista/XP
* Ticketing Systems: Jira, IET, SDP
* MS Office (Word / Excel / PowerPoint / Outlook / Project), Adobe Creative Cloud
* Active Directory / Exchange Server
* ERP: Microsoft Dynamics NAV (Navision), SAP, JDE, Cognos / TM1
* Network: LAN, WAN, DHCP VPN, Switches, Routers, Wireless, DNS, DHCP, ADSL, VOIP
* Nagios XI – configuration and monitoring, Network Patching and Network trouble shooting

**Experience:**

**SSI-Schaefer Systems International LTD, Sydney Nov 2018 - Present**

**Technical Analyst - WAMAS Production Support**

* Effectively Analyse, Support and coordinate operations start, monitoring and control of the computer systems and intra-logistic application – WAMAS C.
* Continually assesses the performance of the computer systems and equipment in order to maintain the parameters and standards of its operation, and to assist in making corrections or improvements in them.
* Analyse, debug, solve and report problems of project specific software and Oracle database systems.
* SQL DDL/DML queries, Processing Data, creating views, PL/SQL Blocks, Procedures, Functions, Exceptions, Packages, Cursors, Collections, Triggers in Oracle SQL.
* Analyse communication between the WAMAS and host applications (SAP, JDE) thru XML, JSON message files and correct processing errors caused by customer systems.
* Identify and develop software fixes (Java). Create & update the Jira tickets with changes implemented.
* Develop software changes (Java)
* Investigate and resolve 2nd level support incidents that are beyond the scope of Level 1 support
* Support and maintain both Hardware and Software systems including software updates and hardware upgrades
* Assist with training of other team members and apprentices within area of expertise
* Contribute to the Knowledge Base
* Assist in the remote diagnosis of problems as required
* Escalate technical problems to supervisor, where appropriate

**Lagardère Travel Retail Asia Pacific, Sydney Aug 2014 – Oct 2018**

**IT Support Administrator / Analyst Sep 2016 – Oct 2018**

**Sales / Operations Support Aug 14 – Aug 2016**

**Roles and Responsibilities:**

* Provide onsite and remote Level 1 and Level 2 application and IT infrastructure support to more than 140 duty-free and travel retail stores in AU and NZ, and 150+ corporate office users in Sydney.
* Provide Application support and administration for company’s enterprise applications including Microsoft Dynamics NAV, Timeteq, SAP, BW, Cognos / TM1.
* Configured devices in Nagios XI. Monitored all network nodes including POS, time clocks, Network switches (HP), routers (Cisco), back office computers and system resources.
* Created and administered user accounts in Navision, Active Directory, ACL, set permissions as per job profile and controlled access to shared resources. Created local and global security groups and cross domain groups.
* Managed and troubleshoot enterprise network, LAN and Wi-Fi network connecting more than 300 nodes (120+ stores + 130+ users in AU + 40+ users in NZ) and 2 Support offices based in AU and NZ.
* Created new users and maintained active users in Office 365 Admin centre. Maintained and allocated licenses, mailbox access permissions, shared mailboxes and groups in exchange online and hybrid environment.
* Provided level 2 remote support for more than 250 point of sale (POS) and its peripherals, 150+ back office computers, print server, network, desktop and back office ERP applications.
* Provide IT infrastructure installation, maintenance and support.
* Worked collaboratively with global & local support teams and external service providers (AAPT, Telstra, HP, Tyro, Commonwealth Bank, IMI, and Microsoft) on issues and requests.
* Carried out daily provisional and scheduled IT tasks on company SLA commitments.
* Assist to build up the knowledge base for known issues which included writing and updating IT Wikis and Tech Wikis on procedures, user guides, policies, processes and request workflows.
* Maintain the IT asset registers. Managed deployment of applications, service packs & patches.
* Log all activities in the company’s helpdesk application service desk plus (SDP).
* Provided after hours IT support for severity 1 issues affecting business.

**Enter Computer Systems Feb 2011 – Feb 2014**

**IT Support / Help Desk**

**Roles & Responsibilities:**

* Provided onsite level 1 and level 2 IT infrastructure and application support to 300+ users.
* Proficient in installing, configuring, upgrading and maintaining various Windows based Operating Systems, software and Company applications.
* Install, Configure and manage the HP Switches, Cisco Routers 800 series, Sonic wall Firewall, network cabling, Network Infrastructure, web server installation, configuration, configuring Exchange Mail server, database server installation, maintaining and upgrading pc and network.
* Experienced in setting and managing helpdesk and Customer Support.
* Skilled in designing and creating Windows networks, administration and user management.
* Involved in design, setup and administration of Windows Servers 2003 / 2008 and Exchange 2003, 2007 & 2010

**Collabera Inc Mar 2010 – Dec 2013**

**IT / Telecom Recruiter**

**Roles & Responsibilities:**

* HR Professional with rich experience in Strategic Planning, Recruitment & Resourcing, New Initiatives, Interviewing, Lateral Hiring, Salary negotiations, Team management, vendor management, market intelligence, company mapping and co-ordinating with Managers, Training and Sales Teams.
* Responsible for entire recruitment lifecycle stages right from understanding the client requirements related to their work domain, sourcing and screening qualified candidates, submitting to client system, following up with clients and checking availability of consultants, setting up of interviews and delivering the consultants.
* Provided staffing support for rapidly expanding start-up environments and Fortune 500 companies for diverse candidate pool, from, entry level through senior management positions for AT&T, IBM, HP, Amdocs, Microsoft and Dell.
* Sourced, screened and recruited qualified candidates through personal contacts, direct sourcing from technology companies, industry network and internet mining
* Hired consultants for varied roles i.e. IT and Telecom Project Managers / Program Manager / Business Analyst / Systems Analyst / Test Managers, Software Tester (Manual and automated), Web Testers / Performance Testers / Java/J2EE ATG Developers, Oracle / Golden Gate / SQL / MS SQL / DB2 database developers and administrators, NOC / Network support / Helpdesk Support.
* Identified and recruited consultants for Retail, IT Telecom Solutions / Services provider through Monster, Dice and Career Builder and other networking portals.

**ETech Inc. Jul 2009 – Mar 2010**

**Quality Analyst**

* Monitored the quality of the process for providing exceptional services meeting the client objectives and states federals laws
* Part of the pilot project team and consistently maintained 99+ percent of quality standards
* Developed the quality monitoring process for the new services offered to the client and implemented the same.
* Trained new members of the team and attended the client calls for feedback and provided suggestions to improve the process.
* Maintained the excel spread sheets to keep track of the related data