SACHIN RATHOD

Technical Support Engineer

📱 9766476895 ✉ sachinsr0344@gmail.com

🏠 End of Lane no 4, New Hanu -
man Nagar Garkheda, Cidco-
Aurangabad, ,
431009

WORK EXPERIENCE

Clover Infotech

Yes Bank

03/2023 - Present, Mumbai

Data Support Team-

- Data extraction from database (back-end) by developing the complex SQLqueries.
- Providing necessary data on tickets and resolving the ticket   Lead day-to-day operational activities in of the Incident Management Team.
- Maintaining awareness of all Critical Incidents.
- As an Application Support Engineer with deep expertise inSQL, Oracle, PL-SQL, SQL Server and possess 2+ years hands on experience in Support.
- Timely & appropriate communication with all levels of organization should be maintain for critical information.
- Write oracle as well as sql query to check issues occur in applications.
- Execcuting SQL queries on databases.
- Update policy details using SQL.
- Scheduling jobs in Univiewer. And updating required details using SQL developer..
- Troubleshootissues using LINUX COMMAND. Able to coordinate with clients.
- Managing major incidents and other internet banking issues. Knowledge of Excel and MIS.
- Recognize high performance andreward accomplishments.
- Drive efficiency and effectiveness of the incident management process.
- Enforce process and standards, and work to improve process.
- Monitoring the banking appliccation on appdynamics tool.
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Production support
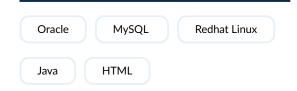
SBI Life insurance

01/2023 - 03/2023

- Batch scheduling , job sheduling .
- Provided production support for monitoring transactions and alerts, such as email, SMS, and declined transactions.
- Troubleshooting banking issues.

PERSONAL PROFILE

I am a dedicated and results-driven Technical Support Engineer with over 2 years of experience in providing top-notch technical support and resolving complex issues. I have a strong background in troubleshooting and resolving hardware and software issues, and I am proficient in operating systems such as Windows, Linux. I also have a solid understanding of networking fundamentals and Database. I am skilled in using troubleshooting tools. I have excellent communication and problem-solving skills, which allow me to effectively communicate with customers and find solutions to their technical problems. I am seeking a challenging role where I can continue to enhance my professional skills and contribute to the success of an organization.

TECHNICAL SKILLS

Oracle   MySQL   Redhat Linux

Java   HTML

EDUCATION

**Msc-IT, SBES College of Science   ,
Ch.Sambhajinagar**

06/2021 - 03/2023

**Bsc-Computer Science,
Dr. Babasaheb Ambedkar Marathwada-
University Aurangabad,
Ch.Sambhajinager**

06/2018 - 04/2021

- Utilized App Dynamic tools and management dashboard to monitor application performance.
- Executed SQL queries for data updates and monitored server status and response speed.
- Handled operations related to job management and EOD activities.
- Managed card data and server line status for prime and online applications.
- Monitored transactions and alerts for Visa, Mastercard, POS, and ATM.
- Performed file transfers and critical job processes.
- Performing diffrent databasa operations.

Incident Management

IDFC First Bank

05/2022 - 12/2022

- Managed critical incidents and internet banking.
- Monitoring system performance, identifying and resolving issues to prevent downtime.
- Troubleshooting technical issues providing technical support end-user issues as part of incident management.
- Monitoring banking application.
- Raised incidents and maintained awareness of all critical incidents.
- Collaborated in a team environment and utilized problem-solving skills.
- Generated monthly reports and utilized tools like Eclipse, Outlook, and Excel.
- Identifying unusual activity or system failures through monitoring tool and user reports.
- Knowledge of Oracle and MySQL databases, Linux, Java, HTML, CSS, and Oracle developer.

TOOLS

SQL Developer

AppDynamics

SQL Server Management studio

ServiceNow

Service Manager

Jira Service Desk

Solar Winds

LANGUAGES

English ● ● ● ● ●

Hindi ● ● ● ● ●

Marathi ● ● ● ● ●

COURSES

SQL

Java

Redhat Linux