

RUSHIKESH PATIL

APPLICATION SUPPORT ENGINEER

CONTACT

+91 9146855156
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Mumbai

EDUCATION

Yashwantrao Chavan Arts &
Commerce College BSc (CS)
With CGPA - 6.00

Vidyamandir Jr. College,
Islampur HSC 2017 - 55.08 %

Adarsh Balak Mandir,
Islampur SSC 2015 - 67.40%

SKILLS

LINUX
LINUX ADMIN
SQL
Basic Knowledge PL-SQL

TOOL

JIRA
SPLUNK
POSTMAN API
PUTTY
FILEZILLA

SUMMARY

Highly motivated Application Support Engineer 2.2 Years of experience with a proven track record of success in the business strategy and analysis field. Skilled in troubleshooting and resolving complex technical issues, as well as providing exceptional customer service.

WORK EXPERIENCE

Company Name - Softflame Solutions Private Limited Pune

Client Name - QMC Telecom

Designation - Application Support Engineer

Experience - 18 July 2022 To Till Date

DOMAINN RELATED RESPONSIBILITY

- File Stuck Issue
- Clone File Issue
- Space is not Available to Transfer the File
- Connection Closed By Server
- Recover Flushed File
- Change Request (CRQ)
- Bind Up
- Health Checkup Report
- Night Dashboard Report

LANGUAGES

English

Marathi

Hindi

PERSONAL INFORMATION

Date of Birth : 24/05/1999

Nationality : Indian

Mob No. : 9146855156

Marital Status : Unmarried

Address : Mumbai

ROLE AND RESPONSIBILITY

- As an Application Support Engineer we will responsible for identifying and solving issues within multiple components of critical business system.
- Resolve support issues with a focus on **Root Cause Analysis** to reduce recurring issues.
- Work towards **SLA** to resolve queries and incidents, providing excellent customer service to the organization.
- Manage Billing end to end production support for Mediation and Visualization team.
- Co-ordinate with Billing and Visualization team.
- Monitoring regular check on application logs, log analysis using splunk we are monitoring cyclic jobs as well as non cyclic jobs.
- Transferring the stucked files to the Visualization servers using FTP, SFTP.

DECLARATION

I do hereby that the particular of information and facts stated are true, correct and complex to the best of my knowledge and belief

(Rushikesh Patil)
