

RESUME

Mr. CHANDRASHEKHAR PANDURANG MALI

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Professional Summary:

- Real time exposure on SQL, Apache Tomcat, Application Deployment & Upgradation, Installation, Maintenance & Health Monitoring, Configuration Management, Etc.
- Respond to the issues assigned, do analysis, communications to all the stakeholders and close the issue as per the agreed timelines to ensure support availability as per the agreed SLA.
- Attending meetings with clients to analyze, troubleshoot and diagnose product issues through remote sessions.
- Experience on Release deployment on production and OS Patching.

Technical Skills:

- **Operating System** : Unix / Linux and Windows.
- **Web Server** : Apache Tomcat.
- **Database** : SQL, Oracle 19-C.
- **Ticketing & Bug Tracking Tool** : Service Now.
- **Monitoring tools** : Autosys, Dynatrace.
- **Server Activity** : Redhat Ansible Automation.
- **Video Conferencing & Communications Platform** : Webex, Zoom, MS Teams, Any Desk and Team Viewer.

Work Experience:

- Currently Experience as an **Engineer-Application Support** in **Clover InfoTech Pvt Ltd**, Andheri, Mumbai.400059
(March 2023 to Present)
- **Present Role:** Technical analyst at HDFC Bank is a retail banking project. We are using Flexcube application which is helpful for branch users to perform their day-to-day activity for transaction authorization cheque book, statement and GL Ledger, etc. Managing day-to-day branch level issues of Flexcube application in HDFC Bank. We are using Autosys tools, a monitoring tool, through which we are monitoring the alerts along with alert Modification/Escalation Matrix Management for all the applications used in HDFC Bank premises. Experienced with Linux and SQL.
 - ✓ Coordinating with vendor and customer for fulfilling Service Now call logs SLA and Resolution.
 - ✓ 24*7 support ORACLE FLEXCUBE support by call log and mail support for user, guiding user for Fast Path, coordinating with relevant teams, taking users system control.
 - ✓ Resolving incidents in Production environment.
 - ✓ Batch reopening / entry cancelation through backend.
 - ✓ Generating Banking reports according to requirement through OBI platform.
 - ✓ Recycle the server as per requirement on daily basis via Redhat Ansible tool.
 - ✓ Monitoring health check of all JVM's.
 - ✓ Dynatrace monitoring for our Flexcube application, specifically focusing on heartbeat monitoring and space monitoring on application server.
 - ✓ Generating Reports and Signature images through scripts from the database.
 - ✓ Transferring files and reports on ftp server using sftp.
 - ✓ Handling tickets for incidents raised for branch issues within TAT as per severity.
 - ✓ Coordinating with various teams for providing resolution to an incident.
 - ✓ Preparing flexcube Batch timing report, EOD report, MIS report and Batch abort report.
 - ✓ Data exporting from database.
 - ✓ Active participation in branch level release deployment and OS Patching.

- Having 7 Months of **Internship** experience as an **Application Support Engineer** in **Credentek Software and Consultancy Pvt Ltd**, Baner, Pune. (13 June 2022 to 18 January 2023).
 - ✓ Providing L1 support for Windows and Unix/Linux Environment with Web Application.
 - ✓ Managing application database support for Oracle 19-C.
 - ✓ UAT and Production testing.
 - ✓ Working with Bug tracking Redmine ticketing tool.
 - ✓ Client IDFC Bank, Yes Bank and L&T Bank.

EDUCATION QUALIFICATION:

- Bachelor of Engineering in Information Technology with First Class in 2020 from R. C. Patel Institute of Technology, Shirpur.
- Diploma in Information Technology with Second Class in 2016 from S.S.V.P.S, B. S. Deore Polytechnic, Dhule.
- SSC with Distinction in 2011 from R. C. Patel M. M. V, Shirpur.

Personal Details:

- **Date of Birth:** 03-11-1995
- **Marital Status:** Single
- **Hobbies:** Learning New Technologies and Playing Games.
- **Current Address:** Plot No. 425, Flat No.202. Rekha Sweet, Near Ghansoli Railway Station, Ghansoli.400701
- **Permanent Address:** Rath Lane Upper Town, Santh Sawta Chowk, Shirpur, 425405.

Declaration:

I hereby declare that all the information furnished by me is true to the best of my knowledge.

Date: - - 2023

Place:

(CHANDRASHEKHAR PANDURANG MALI)