### RESUME

**Mr. CHANDRASHEKHAR PANDURANG MALI**

## 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)