

Sunil Tukaram Thorat

APPLICATION SUPPORT ENGINEER

PROFILE

To develop myself as a better professional by continuous learning and to utilize the knowledge & experience gained, towards the achievement of organizational goals.

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 India

TOOLS

- DBMS Package: SQL Server
- Linux
- SQL / PLSQL
- Putty
- Control-M
- SSMS
- ServiceNow
- Windows
- WinSCP
- Unix

Extra Activities

Hands on Project of DevOps Engineer

<https://sunilthorat.hashnode.dev/>

Part-Time Internship

Angular, Node.js, Bootstrap, API, MVC, .NET: Currently gaining practical experience in web development with Angular and Node.js through a part-time internship. Learning to apply responsive design with Bootstrap and developing scalable solutions using MVC and .NET. Gaining hands-on experience with RESTful API integration.

EDUCATION

Bachelor of Engineering with First Class (Savitribai Phule Pune University)

WORK EXPERIENCE

Smart Software Services Pvt Ltd

Application Support Engineer

December-2021 – Present

Designation: Application Support Engineer

Skills: SQL Server 2016, PL/SQL, Linux, Unix, Basic knowledge of Shell scripts, Apache Tomcat, Basic AWS, DevOps CICD Pipeline, Fullstack Developer Basic

WORK PROFILE

PROJECT NAME: BRITISH TELECOM (BT)

PROJECT DESCRIPTION: This project belongs to telecom domain.

- Field People 7 (FP 7) and Field People 90 (FP 90)
- My application is responsible to generate plans according to available of technician data.
- Resource Manager and Resource planners are the End user of application Field Plan (FP7 & FP90).
- The FieldPlan90 Application generates capacity plan which generates plan for medium term to long term for 90 days.

Based on the plan type, planning is of two types:-

- Capacity Plan: - when plans are to be generated for medium to long term planning (90 Days)
- Deployment Plan: – when plans are generated for small to medium term planning. This is weekly plan applicable for 7 days.

SYNOPSIS

- 3 years of experience in application support engineer (L1/L2)
- Providing support for SQL, PL/SQL database and Linux, Unix technologies as an application support engineer.
- Excellent problem-solving, team, and time management skills.
- Resolving an application related queries and **handling incidents**.
- **Sending daily report** and health checks to client about application availability.
- **Monitoring jobs** and support day-to-day batch for all system applications.
- **Resolving issues** based on the ticketing system.

ROLES AND RESPONSIBILITIES

- Providing support for data application.
- Daily Monitoring the jobs and solving the issue related jobs.
- Checking health status of Server status, Database services, Job status.
- The core role was to keep application up 24*7 and to be in touch with administrators and client to alert them and Sanity the server and application related issues.
- Check email alert, notification mail and acknowledged them and any ticket in queue with their priority.
- Maintain and Managed System, software tools and application.
- Execution of DDL and DML Statements in SQL server to analyze and rectify issues.
- Resolving application related queries and issues based on the ticketing system.
- Having knowledge about database object like Table, Join, Index, Set Operator, View in SQL and PLSQL
- Sending daily report and health checks to client about application availability.