



Shekhar Dixit

Currently working with Tech Mahindra as a Sr. Technical Support Engineer
Providing L2 support to clients. Handling customer queries on the product or on applications (Web app, Desktop app, apk App). Also Handle Database and application servers.

Current Designation: Technical Support Engineer	Total Experience: 4 Year(s) 4 Month(s)
Current Company: Tech Mahindra	Notice Period: 15 Days or less
Current Location: Noida	Highest Degree: MCA [Computers]
Pref. Location: Delhi / NCR, Jaipur, Gurgaon	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: sr. technical support engineer,application support,production support,requirement gathering,apache tomcat,jboss,application server,mysql,db2,oracle,sql,linux server	
Verified : Phone Number Email - id	

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

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Summary

Quick learner and excellent team player.
Ability to meet tight deadlines and work under pressure and be productive with new technologies.
An effective communicator with excellent coordination and interpersonal skills.
Capable of implementing required changes in process as well as in technology to improve product quality and yield.
Abilities in handling multiple priorities, with a bias for action and a genuine interest in personal and professional development.

Work Experience

- Tech Mahindra** as Technical Support Engineer
Aug 2019 to Till Date
 - ? Providing L2 support to clients. Handling customer and user queries on the product or on applications (Web app, Desktop app, apk App).
 - ? Requirement gathering for Change/New Request.
 - ? Documenting the requirements received from the customer.
 - ? Assist team members and provide support and solutions to customer queries to meet company objective.
 - ? Provide weekly report to manager and stakeholders through excel reporting.
 - ? Managing databases and application services on the server (UAT and Production)
- Newgen Software Technologies Limited** as Technical Support Engineer
Oct 2017 to Jul 2019
- IBM India Pvt Ltd** as VAS Engineer
Jul 2016 to Sep 2017

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Education

UG: **BCA (Computers)** from **IIMT, Aligarh** in 2012
PG: **MCA (Computers)** from **Sikkim Manipal University (SMU)** in 2017



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

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IT Skills

Skill Name	Version	Last Used	Experience
Oracle and MySQL			
SQL			
JBoss			
DB2			
Linux, Windows			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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