



**Prashish Shirsat**

Technical Support Engineer seeking roles in Client Management, Software Troubleshooting, Application Programming, Requirement Gathering, System Analysis, Technical Support, Technical Architecture, Project Management, Python, AWS, DevOps



Current Designation: Technical Support Engineer	Total Experience: 5 Year(s) 0 Month(s)
Current Company: Amdocs pvt ltd	Notice Period: 15 Days or less
Current Location: Pune	Highest Degree: MCA [Computers]
Pref. Location: Ahmedabad, Mumbai, Pune	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Technical Support Engineer, Client Management, Software Troubleshooting, Application Programming, Requirement Gathering, System Analysis, Technical Support, Technical Architecture, Project Management, Python, AWS, DevOps	
Verified :  Phone Number   Email - id	

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

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## Summary

Experienced as Technical Support Engineer with 5 years of relevant and total IT experience. Good knowledge of ITIL practices, Unix, Application and PROD support, deployments, Python, AWS, DevOps technical, troubleshooting expertise. Looking forward to working in a co-operative environment which would provide me a platform to enhance my knowledge and skills whilst contributing to company growth. Being for almost 4+ years in AMDOCS has not only inculcated in me team building and leadership skills but also loyalty and dedication towards my work. I am quick to learn & adapt to new situations, configurations & technologies.

## Work Experience

### **Amdocs pvt ltd** as Technical Support Engineer Sep 2015 to Till Date

Project name: AIA (Artificial Intelligence)  
Clients: Globe, PLDT, SMART, TELCEL, Kyiv star, O2UK, Vodafone Ireland, Denmark, UK  
Product : CONTINUOUS CONTEXTUAL ENGAGEMENT: - Provide an End-to-End, Real-Time, Big-Data Analytics & Execution solution that Defines, Plans & Executes the Continuous Contextual Engagement with Every Customer in order to increase revenue, Lifetime Value, retention and customer Satisfaction.  
Tools used: MsSql, Mapr, Oozie, Cloudera, HP OVO, Super putty, SNOW ticketing tool.  
Tasks and responsibilities:  
\* Working on Bigdata ecosystem and ensure highest level of service availability.  
\* Monitoring the service and jobs running on multiple servers.  
\* Tracking and troubleshooting the failed jobs, logs analysis, server loads.  
\* Customer tickets troubleshooting and debugging.  
\* Deployments via changes in configuration and properties files.  
\* Service restarts and validations the logs to trouble shoot the issues.  
\* Using the MapR dashboard to monitor and restart of services like HBase, zookeeper, oozie, etc.  
\* Incident management and quick ticket resolution.  
\* Querying MsSql, Mysql and Hive databases. (Update, Join's, Trigger, SP)  
\* Creations of Knowledge articles and documentation.  
\* Manually triggering the Oozie workflows in case of Coordinator failure.  
\* Maintaining and managing the overall health of the system.  
\* Proactively perform trend analysis to avoid future incidents and provide alternative course of action to enhance efficiency.  
\* Certificate renewal activities Maintaining and managing the overall health of the system.  
\* Proactively perform trend analysis to avoid future incidents and provide alternative course of action to enhance efficiency.  
\* Joining customer calls to solve and troubleshoot issues.



### 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.

- \* Monthly reports generation.
- \* Jobs scheduling in SQL Server Agent - Job Activity Monitor. (created a notification mail job to notify any update done in tables)
- \* Execution of RFC's.
- \* Scheduling of jobs and crons, Creating thread dumps.
- \* Collaboratively working with L3 teams and Project Managers for faster issue resolution.
- \* Knowledge of major AWS services like EC2, EBS, ELB, ALB, NLB , EFS,S3, SNS ,Cloud Trail, Cloud watch, CloudFront, SNS, VPN, Lambda. Version Control Tools - GIT , DevOps -, Docker - container , Jenkins(CICD).

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Education

UG: **B.Sc (Computers)** from **Pune University** in **2012**  
PG: **MCA (Computers)** from **Pune University** in **2015**

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IT Skills

Skill Name	Version	Last Used	Experience
AWS, DevOps and Python			
MsSql, Mapr, Oozie			
Cloudera , HP OVO			
Super putty, SNOW ticketing tool			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

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Affirmative Action

Category: **General**  
Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**  
Employment Status: **Full time**

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