



**Chaitanya Patil**

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MCA seeking roles in Application Support, Project Management, Incident Management, Change Management, Unix/Linux, Shell Scripting, Service Now, BMC Remedy, Putty, MySQL,

Current Designation: Application Support Engineer	Total Experience: 2 Year(s) 8 Month(s)
Current Company: Zenwear Technologies Pvt Ltd	Notice Period: 15 Days or less
Current Location: Pune	Highest Degree: MCA[Computers]
Pref. Location: Mumbai, Pune, Navi Mumbai	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Application/Tech Support Engineer, Unix/Linux, Sql, Incident Management, Change Management, Shell Scripting, Service Now, BMC Remedy, Putty, MySQL, ITIL Practitioner, Problem Management, Service Request Management,	
Verified :  Phone Number   Email - id	

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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## Summary

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

## Work Experience

**Zenwear Technologies Pvt Ltd** as Application Support Engineer  
May 2018 to Till Date

Project : British Telecom (FP07)

FieldPlan7 allows planners to view jobs that are ready to be executed and technicians' details for planning, depending on selected plan type which could be capacity as well as deployment plan. Technicians' skills and PWAs preference can be edited, and those can be included or excluded from the deployment plan. Upon running the planning engine after making required changes, the deployment plan along with capacity plan is refreshed to reflect the modification. Based on the plan type, planning is of two types  
Deployment Plan- when plans are generated for small to medium term planning. This is weekly plan applicable for 7 days.  
Capacity plan- when plans are to be generated for medium to long term planning

- \* Providing L1 & L2 support for Application.
- \* Monitoring and maintaining and giving support to technicians regarding the EOD and BOD which is operated by technicians.
- \* Interface with end-users..
- \* Having Good Knowledge Of LINUX/UNIX
- \* Execution of DDL and DML statements in SQL Server to analyze and rectify issues.
- \* Having Knowledge about database objects like Table , Subquery , Join , Constraints , Set Operator in SQL and PLSQL.
- \* Set up Cron jobs, user account maintenance, disk quota controls.
- \* Involved In automation of the daily team activity processes using PL/SQL Procedures and Shell Scripting Jobs.
- \* Weekly meeting with client to discuss the WSR (Weekly status report) for ongoing issues and escalations.
- \* Sharing daily status report to higher management that showing the individual contribution in the project.
- \* Good understanding of ITIL for Incident management, Change management, Problem Management.
- \* Taking logical and physical backups, where regular tasks done onsite in addition to frequent troubleshooting.
- \* Deploying and upgrading the new versions for existing applications.
- \* Resolving application related queries and issues based on the ticketing system.
- \* Sending daily report and health checks to client about application availability.

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## Education

### 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.

UG: **B.Sc (Computers)** from **North Maharashtra University (NMU)** in **2014**  
PG: **MCA (Computers)** from **Pune University** in **2017**

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IT Skills

Skill Name	Version	Last Used	Experience
Windows 7, UNIX, LINUX, SQL, PI/SQL			
SQL Server, Oracle11g			
Service Now ,BMC Remedy, Putty			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary  
Employment Status: Full Time, Part Time

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