



Durgesh V. Mhatre



Technical Associate seeking roles in IT Support, Application Support, Project Management, Change Management, Incident Management, Configuration Management, Quality Check, Client Servicing, Requirement Gathering, Troubleshooting, Installation, Linux, SQL

Current Designation: Technical Associate- application and server Support engg

Total Experience: 4 Year(s) 0 Month(s)

Current Company: Financial Software Systems

Notice Period: 3 Months

Current Location: Navi Mumbai

Highest Degree: B.Sc [Computers]

Pref. Location: Mumbai, Mumbai Suburbs, Navi Mumbai

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Associate, Tech Support Engineer, IT Support, Application Support, Project Management, Change Management, Incident Management, Configuration Management, Quality Check, Client Servicing, Requirement Gathering, Troubleshooting, Installation, Linux, SQL

Verified: Phone Number | Email - id

Last Active: 22-Jan-21

Last Modified: 22-Jan-21

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Summary

Technical Associate with 4 years of Experience. Skills Include Team work & Collaboration, Adaptability, Empathetic nature. Able to apply my skills to improve experience for clients, employee and administration.

Work Experience

- Financial Software Systems** as Technical Associate- application and server Support engg
Sep 2018 to Till Date

Project:- Connect 24 (Finacle Middleware) & DCMS(DebitCard Management System)

Description:

? AXIS Bank's taking Online & Offline Connect-24 Linux Servers (Finacle), EPH Servers(RTGS& NEFT), searching Logs files, Monitoring Transaction Flow live, UAT server on UNIX platform and Oracle .

? Handling 2 Application Servers of DCMS (DebitCard Management System) Card related All queries.

Responsibilities:

Automate services and transactions monitoring and minimize transactions related issues.

Interact with internal teams and external 3rd party vendors to troubleshoot and resolve complex problems.

Monitoring Transaction and Troubleshooting of Connect24.

Checking Transaction log on server.

Maintain application monitoring.

Handle Oracle as well as SQL queries to check different issues occurring in applications.

Involved in creating database objects like table, view as per requirement. Writing simple and complex queries using DDL and DML.

Performing Day End activity such as channels Online ,Offline and Clear Saf Process.

Executing daily Batch jobs activity .

Support For DR activity, Charges Activity, Month End Activity and Year End Activity . Generate Production reports for Financial and Non Financial transactions . Support provide out of office and on call support.

Preparing and running different SQL queries in Oracle, generating various reports ..

Using DCMS Application tool, processing files (cards): Files send by vendor after quality check, which is processed by team on different processes.

Performance & Incident management, Ensuring Production uptime as SLA defined.

Handling mails and call from bank for hot listing , de-hot listing cards, unblocking the cards.

Linking the account and update OTP.

Check the status of application server running or not.

Check space status of application server.

Maintaining database and production passwords as per bank policy.

Monitoring and Trouble-shooting of Connect24 INDIA

DCRS Application Services start after database backup

Check Application Server Space .

To sort the cards and pins in required format to dispatch. Following up with Vendor for data.



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.

Executing mails initiated by branches and IAD vendors for Admin card request

- **PEOCIT SOFTWARE SOLUTION PVT. LTD** as Technical Support Engineer
Jan 2017 to Sep 2018

Installation, Configuration, Backup & Recovery on SQL Server 2008/2012, Maintenance, Monitoring, trouble shooting and Solving Database, Network & Operating System problems.

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Education

UG: **B.Sc (Computers)** from **Khopoli Municipal Council College of Science** in **2012**

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IT Skills

Skill Name	Version	Last Used	Experience
LINUX,SQL			
Operating Systems			

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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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