



MANDAR SONDKAR

Engineer seeking roles in Application Support, Customer Support, Incident Management, Problem Management, Service Desk Operations, Root Cause Analysis, Process Improvement, Requirement Gathering, Google Analytics, JavaScript, SQL Server, Oracle, jQuery, AWS, C#



Current Designation: **Application Support Engineer** Total Experience: 10 Year(s) 0 Month(s)
Current Company: **Haymarket Media Group** Notice Period: 1 Month
Current Location: **Mumbai** Highest Degree: **Other [Other]**
Pref. Location: **Mumbai**
Functional Area: **IT Software - Application Programming / Maintenance**
Role: **Tech Support Engnr**
Industry: **IT-Software/Software Services**
Marital Status: **Married**

Key Skills: **Application/Tech Support Engineer, Customer Support, Incident Management, Problem Management, Service Desk Operations, Root Cause Analysis, Process Improvement, Requirement Gathering, Google Analytics, JavaScript, SQL Server, jQuery, HTML, AWS, C#, Oracle**

Verified : Phone Number

Last Active: 22-Jan-21 Last Modified: 22-Jan-21

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Summary

- * Proficient in configuring and deploying .NET Framework Applications including web pages and desktop applications
- * Experience in managing problems related to services offered, communicating with external customer & internal stakeholders for incidents reporting and prompt resolution by service desk
- * Expertise in creating Weekly Status Report (WSR) and Monthly Status Report (MSR) and analyzing Inflow Trend for Application Stabilization and Zero Maintenance
- * Experienced in conducting Root Cause Analysis to find defects & debug applications with focus on maintaining application & software
- * Shared best practices and learnt new technologies by participating in technical communications with the Technical Support Team
- * Dedicated professional with proven success in providing counselling and training

Work Experience

Haymarket Media Group as Application Support Engineer Jun 2015 to Till Date

- ? Providing application support; monitoring network, disk, SQL Server and other infrastructure components, management information and reports on service trends
- ? Managing incidents /problems related to the services offered; communicating with IT external customer community & internal stakeholders within the IT Department for incidents reported to the service desk for prompt resolution
- ? Assessing reports to identify trends, facilitating in devising and implementing plans to improve delivery standards and presenting detailed reports to the management
- ? Monitoring SLAs, ensuring timely closure of priority tickets, handling escalations, implementing & migrating systems to upgraded versions to achieve maximum efficiency in various operations
- ? Redefining incident management reports to include daily and weekly incident and incident aging reports & incident weekly trend reports
- ? Following up with the customers regarding recommendations, updates and action plans on a regular basis
- ? Delivering MIS reports for No. of Users on site, Google analytics, Ad Reports
- ? Showcasing skills in addressing & resolving Customers Payment Gateway queries for transaction they have done on website
- ? Maintaining and streamlining our build and release pipeline from code compilation to deploying releases
- ? Possessing knowledge of Apache Server, Plesk Panel and Excel macros

Powerweave Software as Software Developer Jan 2013 to Jun 2015

3 Screen Solutions as Developer Dec 2010 to Dec 2012



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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Education

UG: **BCA (Computers)** from **Madras University** in **2007**

PG: **Other (Other)** in **0**

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IT Skills

Skill Name	Version	Last Used	Experience
SQL Server, C#			
MS Office, Mailers			
jQuery, JavaScript			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				

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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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