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MANDAR SONDKAR ⭐ Featured 📝

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 knowlegde 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

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