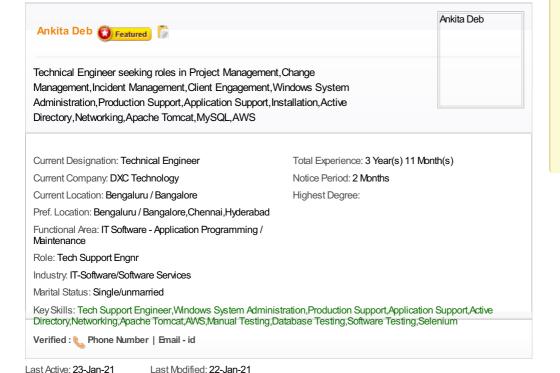


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# Summary

Jump to Section

- \* Having 3.3 years of experience in the areas of Oracle SQL based applications using Oracle 11g, 10 g SQL Technologies under Windows 7 Environment.
- \* Involved in Development of the applications through Oracle using SQL created Tables and SQL Queries.
- \* 6 months of experience in Applications Microsoft Office, Active Directory, platform (Windows, AWS VDI, VPN & Citrix)
- \* Mapping requirements as well as providing them best solutions involving definition of scope of project & finalization of project requirements
- Understanding client needs, requirements, and expectations and devising solutions accordingly.

Work Experience | Education | IT Skills |

### **Work Experience**

- DXC Technology as Technical Engineer Jun 2020 to Till Date
- \* To understand and resolve technical issues related to Applications like MS office, Internet explorer (v8-v11), SCCM, Cisco any connect VPN, basic issues with Wn7 OS& windows 10 OS etc. and to perform moderate troubleshooting on devices like desktops, laptops, Printers and iPad.
- \* Assisting clients in getting applications installed via SCCM based App and fixing registry issues of applications.
- \* Handling issues related to AirWatch MDM
- \* To understand and perform moderate troubleshooting on network related issues.
- \* Assisting the user in getting access to Shared drives, Servers, DB's, Admin Accounts, Group mailboxes, Distribution lists, Generic Mailboxes.
- Understand & deal with issues related to Active directory and group policy objects.
- \* Documenting new troubleshooting steps into the Snow ticket.
- \* Handling critical issues and establishing a bridge b/w the user, incident management team and the resolver group.
- \* Dealing access related issues with knowledge on Active Directory operations.
- \* Handling issues related to MS Outlook MS Lync and MS teams.
- \* Setting up new user's accounts and profiles and dealing with password issues.
- \* Knowledge of networking concepts such as OSI Model, TCP/IP, UDP, DNS, DHCP etc.

## Onwards eServices Limited as Application Support Engineer

Mar 2017 to Jun 2020

- \* Handling issues related to application on Windows platform, with MYSQL as database. Java 6 used for developing the User Interface, with Apache Tomcat.
- \* SQL query firing as per the requirement.
- \* Installation of the application with the available database for the user.
- \* Working on HPSM ticketing tool for documentation of the issues raise for the user.
- Recording the timestamp on the tickets generated.
- \* Reporting, Assessing and Auditing the tickets generated the previous day with peers.
- \* Java Error Handling, Hands on SQL query execution.
- Database Backup, Database Porting, maintaining new and existing databases.

## **Important**

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- Application Installation and Configuration in mobile.
- Report preparation.

- Report preparation.

  Involve in monthly review meeting with other team members.

  Providing KT to the new resources and making them aware of their roles and responsibilities.

  Worked on defects raised by Clients and modified existing program logic based on the requirement. Identifying & providing inputs on unique / recurring problems

^ Back to Top

#### **Education**

UG: B.Tech/B.E (Computers) from West Bengal University of Technology, Kolkata in 2015 PG: in 0

^ Back to Top

#### IT Skills

| Skill Name                         | Version Last Used | Experience |
|------------------------------------|-------------------|------------|
| SQL, MySQL, Oracle , Networking    |                   |            |
| Microsoft Office, Active Directory |                   |            |
| Windows, AWS VDI, VPN & Citrix     |                   |            |

^ Back to Top

## Languages Known

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| English  |             |      |       |       |
| Hindi    |             |      |       |       |
| Bengali  |             |      |       |       |

^ Back to Top

### **Affirmative Action**

### **Work Authorization**

Physically Challenged: No

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

^ Back to Top

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