



Animesh Sharma

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Senior Technical Associate seeking roles in Application Support, Production Support, Application Management, Incident Management, Change Management, Problem Management, Release Management, BIM Control M, Service Now, SQL, MS SQL Server, Tomcat, Eclipse IDE

Current Designation: Senior Technical Associate -IT Application Support	Total Experience: 4 Year(s) 0 Month(s)
Current Company: Genpact Headstrong	Notice Period: 2 Months
Current Location: Gurgaon	Highest Degree: MBA/PGDM [Information Technology]
Pref. Location: Pune, Bengaluru / Bangalore, Delhi / NCR	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engr	
Industry: BPO/ITES	
Marital Status: Single/unmarried	
Key Skills: Senior Technical Associate, Tech Support Engineer, Application Support, Production Support, Application Management, Incident Management, Change Management, Problem Management, Release Management, BIM Control M, Service Now, SQL, MS SQL Server, Tomcat, Eclipse IDE	
Verified: Phone Number Email - id	

Last Active: 22-Jan-21

Last Modified: 21-Jan-21

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Summary

Result-oriented Professional with 4 years of experience in Application Support, Production Support, Application Management, Incident Management, Change Management, Problem Management, Release Management, BIM Control M, Service Now, SQL, MS SQL Server, Tomcat, Eclipse IDE.

Work Experience

Genpact Headstrong as Senior Technical Associate -IT Application Support
Feb 2017 to Till Date

Job Synopsis and Core competencies

Domain: ITES

Project: Cox Enterprises

Description: Cox Enterprises Inc is a communications, media, and automotive services company in the United States based at Atlanta, Georgia. The company provides advanced digital video, internet, telephone, home security and automation services over an IP network to residences and businesses; video and data solutions for commercial customers; national and local cable, digital media advertising, cable telephone & commercial services.

Responsibilities:

Provided 24/7 production support. Maintain and managing scheduling platforms Prod & Non prod environments and ensure zero downtime.

Interaction with various development and support teams for their scheduling requirement and helping them in using the scheduling platform Control M) and services as per internal change management requirement

Knowledge on functioning of CONTROL-M gateway, BIM, Forecast server.

Troubleshooting and diagnostic of applications, system and vendor software, Analyse and resolve Control M system production problems.

Developing and maintaining documentation and adherence to standards, processes and best practices.

Ensure operational processes are documented and followed and SLA's are met.

Assigning the Analysis Tickets/ Enhancement or Development work request to Team members and guiding them through for satisfactory and timely completion of the tasks.

I have good working experience on handling tickets through Service now Incident management & tracking tool.

Rapid response for High-severity incidents and driving the root cause detection and problem management.

Providing on call support for severity 3 and 4.



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: **B.Tech/B.E (Computer Science and Engineering)** from **Amity University** in **2016**

PG: **MBA/PGDM (Information Technology)** from **Symbiosis Centre for Distance Learning (SCDL)** in **2020**

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IT Skills

Skill Name	Version	Last Used	Experience
BIMControl M			
Service now			
SQL, MSSQL SERVER			
Unix			
Java, J Script			
Tomcat, Eclipse IDE			
ms ofce			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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