



Gaykwad Prafull Anil

Technical Support Engineer seeking roles in Application Technical Support, Hardware Support, Troubleshooting, Customer Service, IT Service Desk, Incident Management, .NET Framework, XML, MS SQL, BCP, Disaster Recovery Management, DR, Storage Management, CRM

Current Designation: Technical Support Engineer	Total Experience: 4 Year(s) 0 Month(s)
Current Company: Perpetuuti Technosoft Limited	Notice Period: 1 Month
Current Location: Pune	Highest Degree: MBA/PGDM [IT Management]
Pref. Location: Bengaluru / Bangalore, Mumbai, Pune	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Tech Support Engnr	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Business Continuity Management, Application Technical Support, Hardware Support, Troubleshooting, Customer Service, IT Service Desk, Incident Management, .NET Framework, XML, MS SQL, BCP, Disaster Recovery Management, DR, Storage Management, CRM, BCM, DRM	
Verified: Phone Number Email - id	

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

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Summary

Skilled professional with 4 years of experience in Technical Support, BCP, Disaster Recovery Management, DR, Storage Management, Troubleshooting, Customer Service, Service Desk, Technical Helpdesk, IT Service Desk, Incident Management, .NET Framework, XML, Visual Studio, MS SQL, Storage Management, VM Ware, Application Support, Automation, RPA, UI Path, MSSQL support, JIRA, Redmine, DR handling, Cleint Management

Work Experience

Perpetuuti Technosoft Limited as Technical Support Engineer
Jan 2018 to Till Date

ROLLS AND RESPONSIBILITIES IN CURRENT ORGANIZATION

Working on Linux (Installing, supporting and maintaining linux server)
Working on Disaster recovery product (Configuring DB, API services, and storage replication)
Understanding of disaster recovery/business continuity concepts
Knowledge of business continuity and disaster recovery planning and validation Methodologies.
working with IT Operations to execute all Disaster Recovery activities.
Organize and chair regular meetings with required stakeholders throughout the Disaster.
Oversee disaster recovery testing to benchmark and validate recovery processes / Plans by utilizing a structured process for preparation, execution, and follow-up of test exercises.
DR environment for the testing of full datacenter failover and failback.
Respond to service, product, technical, and customer relations questions on subjects Such as features, specifications, and repairs on current and discontinued products, parts, and options, based on customer entitlement.
Work from a standard protocol, utilizing a documented process to respond to customer issues.
Diagnosing and resolving software problems or conflicts, and/or trying to find Workarounds.
Answering technical questions to customers.
Communicating with customers via phone and email.
Using remote connection tools to access customer's environments and investigate.
Recreating customer environments in a lab environment for troubleshooting purposes.
Testing of patch releases and product updates.
Communicate frequently, effectively and professionally with internal customers

ABHITH INDIA ECC as Implementation Engineer



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.

Jan 2017 to Dec 2017

DM: Working on the company product DM which supports Data migration from Virtual to Virtual, cloud to cloud and 12 types of data migration. Data can be moved from one format to another. Background working on Visual Studio in ASP .Net Framework and postgresql database.

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Education

UG: **B.Tech/B.E (Electronics/Telecommunication)** from **savitribai phule pune university** in **2013**
PG: **MBA/PGDM (IT Management)** from **Welingkar Institute of Management Development & Research, Mumbai** in **2021**

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IT Skills

Skill Name	Version	Last Used	Experience
MYSQL, POSTGRESQL			
microsoft sql, mysql			
Unix/Linux , Debian			
WINDOWS			
ASP .Net			
C PROGRAMING			
FTP			
AWS			

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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
Employment Status: Full time

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