

**AVIK BHATTACHARJEE**

Software Engineer seeking roles in Software Development, Application Programming, System Analysis, Incident Management, Client Management, Performance Tuning, Change Management, Requirement Analysis, Application Support, Unix, Solaris, SQL

Current Designation: Software Engineer

Total Experience: 4 Year(s) 0 Month(s)

Current Company: Tech Mahindra

Notice Period: 2 Months

Current Location: Pune

Highest Degree: None [None]

Pref. Location: Mumbai, Pune, Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Software Engineer, Software Developer, Software Development, Application Programming, System Analysis, Incident Management, Client Management, Performance Tuning, Change Management, Requirement Analysis, Application Support, Unix, Solaris, SQL

Verified : Phone Number | Email - id

Last Active: 20-Jan-21

Last Modified: 20-Jan-21

## Summary

Result-oriented Professional with over 4 years of experience in Software Development, Application Programming, System Analysis, Incident Management, Client Management, Performance Tuning, Change Management, Requirement Analysis, Application Support, Unix, Solaris, SQL

## Work Experience

### Tech Mahindra as Software Engineer

Sep 2016 to Till Date

#### Job description:

My current job profile is that of Application support. The job role includes Domain Management in Live/Production environment, with knowledge of Unix, Solaris and SQL coding required on a daily basis. Unix scripting is required on ad-hoc basis as per customer requirement for various tasks on production box. I am currently associated with a telecom-based project, and I've acquired knowledge on the various aspects of orders and their journeys, as well as the know-how to deal with users from the client side.

#### Roles and responsibilities:

Incident management in live environment.

Maintenance and daily check of existing jobs and processes on live servers with custom made scripts using Unix scripting.

Root cause analysis and troubleshooting of issues and incidents on servers using logs.

Maintain SLA while dealing with issues.

Experience with various ticketing tools (e.g. Bridge Clarify, Autofix tool)

Working in co-ordination with development and design teams for seamless and quick resolution to any defect or issue.

Change management - raise and manage change records in HP Service Manager tool.

Deployment of patches on live servers, followed by post deployment testing.

Deal with the client side people over calls and mails to keep in-sync with every issue, resolution, fix and proactive measures of precaution.

## Education

UG: **B.Tech/B.E. (Chemical)** from **Durgapur Institute of Advanced Technology and Management, Durgapur** in **2016**

PG: **None (None)** in **0**

## IT Skills

Skill Name	Version	Last Used	Experience
Unix shell scripting		0	4 Year(s) 0 Month(s)

## Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert			

## Affirmative Action

Category: General  
Physically Challenged: No

## Work Authorization

Job Type: Permanent  
Employment Status: Full time