



**Rivan Pagare**

Senior Analyst seeking roles in Software Support,Application Support,Production Support,Desktop Support,Application Development,Project Development,Incident Management,Change Management,Troubleshooting,Core Java,BMC Remedy,Putty,HTML,Unix,SQL,XML

Current Designation: Senior Analyst

Current Company: XPO Logistics Inc

Current Location: Navi Mumbai

Pref. Location: Ahmedabad,Mumbai,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Senior Analyst,Tech Support Engineer,Software Support,Application Support,Production Support,Desktop Support,Application Development,Project Development,Incident Management,Change Management,Troubleshooting,Core Java,BMC Remedy,Putty,HTML,SQL,XML

Verified : Phone Number | Email - id

Total Experience: 6 Year(s) 0 Month(s)

Notice Period: 3 Months

Highest Degree: MS/MSc(Science) [Computers]

Last Active: 20-Jan-21      Last Modified: 20-Jan-21

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## Summary

- \* Expertise in providing Production/Application L2/L3 level support following the ITIL process.
- \* Proficient knowledge of using Oracle SQL, PL/SQL, UNIX and web technologies like HTML, Java and XML as required for database management.
- \* Extensively used the database utilities like TOAD, SQL Developer, SQL\*Plus.
- \* Experienced in working with SQL\*Loader, External Tables, Import, Export to extract and load large volumes of data.
- \* Monitoring production servers/applications of large and critical network.
- \* Proficient with Microsoft desktop products and Microsoft Office Suite.
- \* Good hands on experience in UNIX commands.
- \* Well versed with scheduling, monitoring and troubleshooting JOBS via CRONTAB in UNIX.
- \* Experience in managing and scheduling of PL/SQL Agent Jobs, alerts and maintenance plans.
- \* Deploying the patches in test and production environments.
- \* Troubleshoot production issues on high availability system.

## Work Experience

### **XPO Logistics Inc** as Senior Analyst Sep 2019 to Till Date

XPO Logistics, Inc. is one of the 10 largest providers of transportation and logistics services in the world.

This project entails the scope of functionally managing the overall Warehouse Management space in XPO

Currently involved in the process of transitioning a team of 8 people for supporting the Warehouse Management Space of XPO logistics.

- \* Preparing Business & Technical Understanding documents as part of the knowledge transition process.
- \* Working on Incident Management following the ITIL Framework, tracked via Service Now under shadow support.
- \* Working on regular monitoring activities, including ticket queue monitoring, and application health monitoring.
- \* Preparing Weekly/Monthly Status and progress reports, SLA tracking.
- \* Currently handling a team of 8 members,
- \* Majorly involved in training new joiners.
- \* Creating and regularly reviewing the knowledge base/ SOP documents.

Transition Management

Received Huge appreciation from both offshore and Onshore XPO Logistics Inc. Management for system understanding and clear and crisp communication with business stakeholders during project transition.

Won the semifinalist award in rewards and recognition for my efforts and commitment towards delivery.

### **Vodafone India Services Pvt. Ltd** as Assistant Manager Dec 2018 to Sep 2019



### 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.

Vodafone is the leading telecom operator and service provider in India and worldwide. This project entailed the scope of functionally managing the overall order management of Vodafone Qatar, which included new normal/ Business Accounts/ VIP accounts subscriber registration, port-in, port-out customers.

Handling order management for Vodafone Qatar. Managing E2E order journey for all components, covering all the systems like SIEBEL CRM, Oracle BRM, Oracle Fusion Middleware (SOAP, WSDL), Huawei Network, Alcatel Lucent Sure pay, Nokia ESM& HLR.

- \* Providing Break fix and round the clock support for critical business applications as part of Incident Management following the ITIL Framework, tracked via BMC Remedy.
- \* Coordinating with business users to understand requirements and covert those to functional specifications for IT, recommending operational improvements.
- \* Driving end to end solution starting from requirement gathering to implementation for business proposed enhancement.
- \* Conducting unit tests, systems and user acceptance testing to ensure adherence to test plan and functional requirements for new project implementation and roll-out activities for on boarding of trading partners.
- \* Conducting system walkthrough for new business users as part of User training/Knowledge transition process.
- \* Working on change management activities, end to end, along with Change Management Team and other support organizations.
- \* Preparing Weekly/Monthly Status reports, SLA tracking and presenting deck to Client.

■ **Niyuj Enterprise Software Solutions Pvt. Ltd.** as Technical Support Engineer  
May 2018 to Aug 2018

STAR is a comprehensive Anti-Money Laundering solution to monitor customer activity across business lines and products. STAR provides an easy-to-use rule builder to define monitoring rules as per institution's requirements and allows users to fine tune the thresholds and provides a robust case management platform for proactive investigation and reporting of suspicious activities.

Banks MS Team pushing data of all masters to STAR staging database and I am updating that received data as per user requirements and pushing the updated data to production database using Talend Open Studio Tool.

- \* Writing SQL queries to ensure that the data from each source for all masters is came properly or not.
- \* Executing counter party data updating scripts (Inward and Outward data) into transaction tables.
- \* Creating ETL Tables for further processing.
- \* Scheduling and monitoring ETL jobs to process the provided data automatically. Once the ETL job is completed data has been pushed into Production Environment.
- \* If the scheduled ETL jobs gets failed then investigating the issue, take corrective actions and schedule the same job again for further processing.
- \* Managing the procedures, function and triggers used for data migration and processing in development environment.
- \* Scheduling Cron Jobs in UNIX and through DBMS\_SCHEDULER.
- \* Sending Report using SEND\_MAIL feature.
- \* Export and Import huge amount of data using EXP and IMP feature in Oracle.
- \* Writing SQL queries to retrieve certain reports as required by business users.

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## Education

UG: **B.Sc (Computers)** from **North Maharashtra University** in **2009**

PG: **MS/M.Sc(Science) (Computers)** from **North Maharashtra University** in **2012**

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## IT Skills

Skill Name	Version	Last Used	Experience
Windows, HP UNIX,AIX, Oracle			
SQL, PL/SQL, Core Java, Informix			
Service Now, BMC Remedy, Putty			

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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 / Temporary

Employment Status: Full Time, Part Time

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