



SHRIGANESH UBALE



Senior Executive seeking roles in IT Support, Application Support, Project Support, Production Support, Incident Management, Change Management, Risk Management, Escalation Management, Project Management, Project Execution, Process Development, Tableau, Linux, SQL

Current Designation: Senior Technology Support Executive Total Experience: 3 Year(s) 0 Month(s)
Current Company: Infosys Highest Degree: B.Tech/B.E. [Mechanical]
Current Location: Pune
Pref. Location: Ahmedabad, Mumbai, Pune
Functional Area: IT Software - Application Programming / Maintenance
Role: Tech Support Engnr
Industry: IT-Software/Software Services
Marital Status: Single/unmarried
Key Skills: Senior Executive, Tech Support Engineer, IT Support, Application Support, Project Support, Production Support, Incident Management, Change Management, Risk Management, Escalation Management, Project Management, Project Execution, Process Development, Tableau, SQL
Verified: Phone Number | Email - id

Last Active: 18-Jan-21 Last Modified: 18-Jan-21

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Summary

A technocrat with 2.5 years of experience in providing Application Support & resolving complex & critical application issues within set SLA involving Root Cause Analysis

Presently associated with Infosys, Pune as Senior Technology Support Executive

Hands on experience in using LINUX, Tableau & SQL; holds comprehensive knowledge of User, Group Permissions, Linux File & Directory management

Skills in collaborating with the development team to correct complex issues and plan for upcoming support releases to amend known bugs and issues within application

Expertise in Project Management tools like Tableau & Excel & hands-on experience in using LINUX Monitoring Commands; Successfully delivered projects for client Nvidia Graphics India Pvt. Ltd. & Liberty Global

Work Experience

Infosys as Senior Technology Support Executive
Feb 2019 to Till Date

- * Operating in the LINUX environment for production support
- * Examining production servers via SPECTRUM monitoring tools & escalating accordingly if any downtime occurs
- * Accessing the log files to check for the errors and performing first level analysis & investigating it
- * Tracking, logging and responding to support tickets; performing user account maintenance, managing incidents and providing resolution for end-users technical challenges

Spectrum Consultancy as Process Executive
Jan 2018 to Jan 2019

- * Captured the geographical data and fed it into the application after processing
- * Worked on the job failures, analysed the issues and took necessary action accordingly
- * Resolved the priority tickets to achieve the agreed SLA and provided RCA in case of any problem ticket logged
- * Performed reboot activity of the servers for maintenance purpose
- * Escalated issues that have larger organizational impact in a timely manner and provided inputs for organizational policies & procedures

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Education



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.

UG: **B.Tech/B.E. (Mechanical)** from **Indira College of Engineering & Management, Pune** in **2017**
Other Qualifications/Certifications/Programs:
D.T.E

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IT Skills

Skill Name	Version	Last Used	Experience
Linux, Windows, BMC Remedy, SQL			
Tableau, Active Directory, Spectrum			

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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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