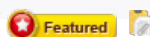Email | Print

PRASENJEET PRABHAV ⭐ Featured

Executive seeking roles in Technical Support,Production Support,Application Support,Mainframe Support,Incident Management,Application Monitoring,Middleware Administration,Requirement Gathering,Shell Scripting,ServiceNow,Python,Linux,SQL,C,C++

Current Designation: Technical Support Executive

Current Company: Tata Consultancy Services Ltd.

Current Location: Pune

Pref. Location: Bengaluru / Bangalore,Delhi / NCR,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Key Skills: Technical Support Executive/Engineer,Production Support,Application Support,Incident Management,Application Monitoring,Middleware Administration,Requirement Gathering,Shell Scripting,ServiceNow,Python,Linux,SQL,Linux Administration,Weblogic

Verified : Email - id

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

Notice Period: 3 Months

Highest Degree: B.Tech/B.E. [Applied Electronics and Instrumentation Engineering]

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

Jump to Section ▸   Work Experience | Education | IT Skills |

Summary

Offering 3 years of experience in Application Management,Incident Management,Application Monitoring,Production Support,Requirement Gathering,Requirement Analysis,Monitoring Tools,Weblogic,Linux

Work Experience

◉ **Tata Consultancy Services Ltd.** as Technical Support Executive
Mar 2017 to Till Date

Banking ? Engagement with one of the largest banks in Finland involving critical banking and insurance technologies.
Linux Support
?   Worked on Linux-based business applications, Shell Scripting and Linux Server Administration.
?   Automated regular deployments and activities.
?   Acquired a comprehensive understanding of Linux Servers, Terminal & Commands.

Middleware Administration
?   Worked as Middleware Support for 200+ applications involving middleware technologies like WebLogic.
?   Worked on IIS involving deployments of dll files and basic troubleshooting.
?   Handled Data Centre Migration for above mentioned applications as a part of overall of project transfer to TCS.

Critical Project Upgrade
?   Managed critical project upgrade working as middleware administrator also involving IBM ITX (Transformation Extender Advanced).
Incident Management
?   In-depth understanding of ServiceNow and ITIL process.
?   Worked on Incident Management, Problem Management, Priority tickets thereby acquired knowledge about SLA?s, Severity.
Global Exchange ? Engagement with a US based Fortune 500 company handling real-time exchange technologies

Mainframe Support
?   Worked as Batch-based Mainframe Support for more than 30 critical applications using prominent tools like BMC-ControlM (Mainframe), CA Spectrum etc

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Education

UG: **B.Tech/B.E. (Applied Electronics and Instrumentation Engineering)** from **University Institute of Technology, Burdwan, West Bengal** in **2016**

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IT Skills

Skill Name	Version	Last Used	Experience
WebLogic			
Linux			
WINDOWS, CA Spectrum			
Incident Management			
Python, C, C++			
ServiceNow, Dynatrace			

Languages Known

Language	Proficiency	Read	Write	Speak
English				

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**