Nivrutti Valmik Gangurde ⭐ Featured

Application Support Engineer seeking roles in Software Development,Application Programming,Application Maintenance,Project Management,Requirement Analysis,Solution Architecture,SQL,PL/SQL,Java,Shell Scripting,Oracle,SQL Developer,Toad,BMC Remedy

Current Designation: Application Support Engineer -IT

Current Company: IBM India Pvt Ltd (Outworks Solutions Pvt Ltd)

Current Location: Pune

Pref. Location: Pune,Navi Mumbai,Mumbai

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Application Support Engineer,System Analyst,Software Development,Application Programming,Application Maintenance,Project Management,Requirement Analysis,Solution Architecture,SQL,PL/SQL,Java,Shell Scripting,Oracle,SQL Developer,Toad,BMC Remedy

Verified :   Phone Number | Email - id

Total Experience: 2 Year(s) 3 Month(s)

Notice Period: Currently Serving Notice Period

Highest Degree: B.Tech/B.E. [Information Technology]

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

Summary

A Software Professional having 2.3 years of experience in Unix, Oracle, SQL, PL/SQL
Good knowledge of Unix, SQL, PL/SQL
Good knowledge of ITIL process
Possess extensive knowledge of BMC Remedy ticket monitoring tool
Working on build of project or environment driving the incident management, change management and problem management within the SLA
Exceptional communication, collaboration and team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner
Excellent organizational, analytical and problem solving skills
Good understanding and expertise of software development life cycle and involve in deployment activities
Skillfull with dedication to work effectively while working as team member as well as individually to solve end users issues

Work Experience

IBM India Pvt Ltd (Outworks Solutions Pvt Ltd) as Application Support Engineer -IT
Oct 2018 to Till Date

PROJECT DETAILS :
1. Project Name : Imagine
Description :
Imagine generate 121 offers and msisdn reports, segmented and bulk benefit passing to Idea subscribers. The system will get requests from vtopup cdr, mediation, sdpse, EAI, CRM which will be gone through initial checks in system manager. Once the files are successfully passed from router, they are moved into pricemaker. This module will implement promotion rule checks on each subscriber which is passed from pricemaker. It?s decision based on rule configuration whether subscriber is eligible for benefit. Eligible subscriber will be given the benefit through benefitmanager according to promotion rules. Benefitmanager interfaces with EAI in order to send promotion information to IN. Other functionalities of Imagine are simex requests using polling manager, 4G tagging and provisioning, processing dayend and service validity.

Roles and Responsibilities
Managing Idea prepaid BSS system and Imagine application
We perform all the deployments through ITIL process

121 offer and msisdn reports generate
Working on SQL queries to exract data, creation of database object like tables, views, constraints, index, joins,
subqueries, procedures, sql functions
Working on unix commands, most familiar with ftp, sftp, scp files transfer from one server to another
To make sure that all servers and application is up and working fine
Perform root cause analysis and debug all issues and availability of application
Imagine front end tool user id management, grant-revoke access of reports to user
Monitoring alerts and resolve them as per priority basis
Participating in application deployment activities and representing the team in production change meetings
Coordinates with various teams and raise incidents for all issues, analyse root cause and assist in efficient resolution of all
production processes
Understanding the requirements and functional specifications of application
We are giving 24*7 application support environment

Environment: Redhat Linux 7.6, Oracle 11g, SQL developer, Toad, BMC remedy 9.1, putty,
crontab job scheduling, vi-editor

2. Project Name : Postpaid MIS
Description :
Postpaid MIS provides 3 reporting applications are CRM online, CRM offline and EZ reporting tool. Datasource for reports
from CRM, BI SAS, and BSCS. In CRM online reporting tool, business user can fetch data only for 2 days while in CRM
offline, data fetch specified period. However to avoid performance issue data should fetch for 5-7 days at a time. CRM and
EZ reports includes PAN India circlewise, corporate and IPOPS reports.

Roles and Responsibilities
Providing CRM, EZ reports to business user circlewise and PAN India
Developing oracle SQL queries to fetch data from different database and tables to generate reports logic
Developing and deploying shell scripts in the production for customized reports generation, application monitoring
automation, extracting data dumps using report logic as per business requirement and loading data into database
Running SQL loader utility for loading data into database
Working on replication issues occurred at production level
Scheduling shell scripts for invoking reports using crontab
Monitoring running scripts and resolving issues occurred in scripts
RFC creation and implementation, scheduling changes and implementation of task, changes in reports logic, adding new
reports, password change activities
Resolving incident raised by user and requirements using BMC Remedy as per priority basis to achieve 100% SLA
EZ reporting tool user id management, grant-revoke access of reports to user
Interacting with the clients on various forums to discuss the status of the aplication regarding the functionality

Education

UG: **B.Tech/B.E. (Information Technology)** from **PES Modern College Of Engineering Pune** in **2014**

IT Skills

Skill Name	Version	Last Used	Experience
SQL, PL/SQL			
JAVA, Shell Scripting			
ORACLE 11G			
Sql Developer, Toad			
Bmc remedy 9.1			
Unix(Linux), IBM AIX			

Languages Known

Language	Proficiency	Read	Write	Speak
English				

| Hindi |
| Marathi |

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time