



RISHIK DUTTA

Application Support Engineer seeking roles in Application Support,Service Operations,Networking,Technical Support,Active Directory,Windows Server,Incident Management,Problem Management,Business Applications,Jira,Confluence,SQL,DHCP,DNS,POSTMAN

Current Designation: Application Support Engineer

Current Company: MicroGenesis Techsoft

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Kolkata

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Application Support Engineer,Technical Support Engineer,Application Support,Service Operations,Networking,Technical Support,Active Directory,Windows Server,Incident Management,Problem Management,Business Applications,Jira,Confluence,SQL,DHCP,DNS

Verified : Phone Number | Email - id

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

Notice Period: 1 Month

Highest Degree: B.Tech/B.E. [Computers]

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

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Summary

- ? IT Professional with 4 years of experience in Application Support Engineer (Service operations).
- ? Good exposure to Jira, Confluence tools.
- ? Having hands on experience in Atlassian tools, App Dynamics, POSTMAN for API's Testing, Kibana & Grafana.
- ? Having exposure to ticketing tools of CISM & CRM and Monitoring tools (TSS dashboard)
- ? Communicate with client regarding the impact of issues and resolving the issue within the SLA and creating Problem Management ticket.
- ? Wisely managing known Errors/ Issues in a consistent manner..
- ? Knowledge in Oracle (SQL).
- ? Basic Knowledge about AWS.
- ? Ongoing ITIL global certification training

Work Experience

MicroGenesis Techsoft as Application Support Engineer

Aug 2018 to Till Date

- ? Project : DDM (Dealer Data Management), Digital Signature, & Mercedes Me connect
- ? Client : Mercedes Benz Research & Development of India
- ? Technology : Atlassian tools, Jira, Confluence, API's Testing, App Dynamics, Kibana & Grafana, Jenkins.


ROLES & RESPONSIBILITY

- ? As Application Support Engineer, the primary responsibility is to monitoring the applications and make sure reducing unplanned outage of the applications.
- ? During Application downtime, engage with the responsible team and getting information about the application down time and following up with the team until applications are back to normal.
- ? During application downtime, checking App Dynamics, and correlate things, if any data are missing or if it breaches threshold frequency during down time.
- ? Doing manual API(GET,PUT & POST API) checks using POSTMAN to ensure the connection between DB and external application and also verify whether we are retrieving the require data , which is done during the outage or issue faced by the customer.
- ? During the outage restart the application by using Jenkins.
- ? Check the logs in Kibana and analyze the error during the outage and downtime , based on that need to communicate with other team to fix the issue.
- ? Work on Problem Tickets, Incident and Service Request within SLA and escalating to other team.
- ? Provide the First and second level of solution to the user access requests to Jira, Confluence, Bitbucket,
- ? Experience on Jira Development such as Incidents and Problem solving tickets (know to create bug issues, field configuration).
- ? Maintaining data backup for development and production environments and documenting them in Confluence.
- ? Checking application queue depth and message queue on hourly basis.



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.

 **INKNOWTECH Pvt Ltd** as Technical Support Engineer
Aug 2017 to Aug 2018

- * Client : SAP Labs India
- * Technology : Active directory, DNS, DHCP (Networking).

ROLES & RESPONSIBILITY

- * As Technical Support Engineer, the primary responsibility is to make sure resolving technical related problems regarding to basic Desktop networking, Router and broadband connections.
- * Provide server level support (windows server 2012) and Communicate IT related to Business units at various levels of seniority.
- * Coordinating the Priority 1 and Priority 2 Incidents with critical incident manager for critical applications and impact on the production.
- * Resolving concerns of users related to DHCP, DNS and troubleshooting related to their concerns (like slow browsing, frequent disconnection).
- * Work on Problem Tickets, Incident and Service Request within SLA and escalating to other team whenever required.
- * Attending weekly meeting with the team members regarding current occurring issues.
- * Making overview report on weekly basis and coming up with solution to reduce unwanted errors.
- * Coordinate the implementation of internal, external and business applications of IT and business groups

 **WIPRO Technologies** as Associate Engineer
Jan 2017 to Jun 2017

- * Process: HP North America Technical Chat Support.

ROLES & RESPONSIBILITY

- * As Technical Support Engineer, the primary responsibility is to make sure resolving technical related problems regarding to basic Desktop networking, Router and broadband connections.
- * Coordinating the Priority 1 and Priority 2 Incidents with critical incident manager for critical applications and impact on the production.
- * Work on Problem Tickets, Incident and Service Request within SLA and escalating to other team whenever required.
- * Create Ticket on Priority based on Service Now tool

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Education

UG: **B.Tech/B.E (Computers)** from **Visveswaraiah Technological University (VTU)** in 2016

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IT Skills

Skill Name	Version	Last Used	Experience
SQL			
Jira, Confluence			
postman			
DNS, DHCP			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

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