Email | Print

Shashikala Patel ⭐ Featured

Shashikala Patel

Software Support Executive seeking roles in Application Support,Production Support,Change Management,Incident Management,System Analysis,C,C++,VB,.NET,SQL,Core Java,HTML,XML,MS SQL Server,MS Visual Studio,Oracle,SQL Queries,Crystal Reports

Current Designation: Software Support Executive -Application Support

Current Company: Club7 Holidays Ltd

Current Location: Mumbai

Pref. Location: Mumbai,Pune,Ahmedabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Software Support Executive,Tech Support Engineer,Application Support,Production Support,Change Management,Incident Management,System Analysis,C,C++,VB,.NET,SQL,Core Java,HTML,XML,MS SQL Server,MS Visual Studio,Oracle,SQL Queries,Crystal Reports

Verified : 📞 Phone Number | Email - id

Total Experience: 7 Year(s) 0 Month(s)

Notice Period: 15 Days or less

Highest Degree: BCA [Computers]

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

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

Summary

Possess excellent oral and written communication skills.
Dedicated and hard working individual always looking for new areas to learn and enhance my knowledge.
Ability to co-operate and work well in a team.
Highly driven to outperform and deliver to the best of my ability.

Work Experience

◉ **Club7 Holidays Ltd** as Software Support Executive -Application Support
Sep 2018 to Till Date

Handling the query raise in Software from user.
Giving support to the user for many issues like (Resolving any kind of subquery error, report error , Giving training to the user)
Responsible for doing immediate in-person support functions whenever a user had an issue.
Assisted in creating an upgrade plan for two separate system upgrades.
Responsible for taking care of all support calls regarding the systems.
Installed applications in test environment for testing purposes.
Wrote and executed SQL queries for reporting and research purposes.
Working on WIN YATRA and WEB YATRA application using Vb. Net and SQL Server 2012 , Maintenance and all support to Software.
Maintain daily backup data from server.

◉ **Creatif Technologies Pvt Ltd** as Software Development and Support Executive
Feb 2017 to Sep 2018

Strong experience with Crystal Reports and Windows-based server
Comprehensive knowledge of Oracle, Visual Basic, SQL, SQL Queries, and Server database
Providing technical inputs in data interface design and support
Maintained existing and developed new Visual Basic applications
Managed new additions and changes of existing features in Reports Request Format
Modified existing Crystal Reports and provided installation supports for business functions
Developed PDF forms and performed data analysis as required
Evaluated effectives of data application software and did necessary changes
Built new filters to sort data and handled queries and views.

- **Softmark Solutions Pvt. Ltd** as Software Development and Support Executive
  Oct 2013 to Feb 2017

Job Description
Having great experience with all the stages of SDLC including Requirement gathering and Analysis, Design and Develop new Window Forms as per clients requirement using Vb. Net and SQL Server 2008 , Maintenance and all support to Software.
Working on Customized Software's like FlexiERP , FlexiSalon, FlexiPayroll etc.
Installation and Configuration of Software as well as Biometric Time & Attendance Machine.
Training, Troubleshooting problems and Solving Customer's queries
Creation and updation of Reports and Printing Formats in software.
Installation and Configuration of SQL Server 2005 , 2008 & 2014.
Database Creation, restoring and repairing of Clients Data using SQL Server.
Work on Table. Like - Creation of Table, insertion, updation, deletion using SQL query's.

Education

UG: **BCA (Computers)** from **Mumbai University** in **2013**

Other Qualifications/Certifications/Programs:
ADCAG

IT Skills

Skill Name	Version	Last Used	Experience
MS OFFICE			
Adobe Photoshop, Corel draw			
C, C++,VB, .NET			
HTML,SQL			
CORE JAVA			
HTML, XML			
Microsoft SQL Server 2008			
Microsoft Visual Studio 2008			
WindowXp, Window7 and Window8			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time