**Rohit Bhosale**

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***Looking forward to work in progressive and challenging environments, which demands extra analytical skills accelerating my professional growth, where I can enhance my skills and potentials to the best to create new avenues.***

***Career Highlights***

**WORK EXPERIENCE HISTORY :**

1) Current Organization: **Miles Software Pvt. Ltd**.

Designation: Senior Technical Support Engineer.

Team: Technical Support

Period: July 2018 to till date

Job Profile :

● Patch deployment on different environments of client using tool and manually

● Fresh application installation process implementation that includes SIR verification ,prerequisites ,deployment checklist

● BARS configuration and SAPBO installation on BARs server

● CMS issue handling and patch sharing with client through FTP

● Installation of third party tools on client portal.

● Creating multiple instances of application from existing one

● Providing resolution after analyzing the issue reported by client

● Perform restoration of databases on different environments as per client request

● Deployment of SAP BO related objects like universe, reports and other relevant object

● Deployment of build and weekly release that received from release team

● Creating different services that required for application functioning.

● Performed DC DR activities whenever scheduled

● Providing training to client

**2)HDFC Bank Ltd.**

Job Profile :

Designation : Asst. Manager

Department : BPRG (Business Process Re-Engineering Group)

Team : Technical Support

Period : Dec 2016 to July 2018

Job Profile :

 Creating application release version with application and database part.

 Responsible for Deployment of Application with Proper version (Live & UAT)

 Responsible for working with team, product and branch users and make sure that all areas of the releases managed

 Resolving the application and database issues.

 Implementing full databases and application releases. Applying patches at various environments (UAT, UAT to Live)

 Responsible of Database support and IIS 6/7 support

 Experience in Web Site hosting and Virtual directory setting in IIS

 Daily monitoring of database size and disk space in UAT, staging & development environments

 Setup backup & restoration jobs for UAT, LIVE, Staging & Development environments.

 Troubleshooting various job failures

 Creating database and table in SQL 2005 & 2008 as per requirements

 Performed server installation and configurations for SQL server 2008 R2 and SQL Server 2005

 Providing support & timely resolution f issues raised by branches users for effective functioning application

 Helping branch users regarding process level issue (Functional Support) and providing guidance on the same.

 Scheduling latest window security patches with the help of Server team

**3) National Payments Corporation of India. (On Rolls of Manek Consulting)**

Dept: Financial Inclusion and New Business

Designation: Associate Consultant

Period : July 2015 - Nov 2016

**Roles and Responsibilities:**

* Liaise with various internal teams including Network, Technology, PMO, etc. for Ensuring certification timelines are met.
* Communicate with banks as and when necessary and will be responsible for hassle and Quality service deliver to member banks
* Ensure proper documentation related activities are met as per NPCI policies and guidelines
* Manage exceptions on daily basis and proactively provide resolution work with the different stakeholders
* To figure out the reason behind the technical and business declines and update the status to banks/ third party vendors
* Checking the transaction status in DMS DB to find out the root cause of declined transactions and updating the same to the banks.
* Handling overall certification & on boarding of the Banks on different channels & Products like ATM, PoS, ECOM, IMPS and EMV.
* Coordinating with ASP and Bank to
* Share embosser file, IPK file, CAIPK and white plastic result with bank and concern teams.

4) **SAGGEZZA India Pvt Ltd (Hp Franchisee)** as an **“L1 Support”**

***Job Profile:***

**Organisation : “SAGGEZZA India Pvt Ltd” (Hp Franchisee)**

**Duration : Feb2014 to July 2015**

**Designation : L1 Support Engineer**

**Location : BKC**

**Client Site : Bank Of Baroda**

## **Responsibilities Include:**

**Application Support with BANK OF BARODA EBANKING,**

**Application Support Activity For Internet Banking**

**Fixing the Bugs & Implementing new modules in Internet Banking**

* Co-ordinate with Banking Team to resolved live issues.
* Enhancement, Testing and Deployments.
* Coordinating with Infosys Team for any critical issues and for bug fixing.
* Working on Live Issues raised by Bank Team
* Co-ordinate with Infosys Team for Any SR/CR
* Providing the solution for Finacle (banking software).
* Support for Ebanking functionality.
* Uploading files for Ebanking.
* Configuration of SMS alert on the server.
* Testing & simulating the issues for SMS Alerts and fixing the bugs.

**Fine tuning the SQL queries.Firing the queries**

**Responsibilities as a System Administrator involve:**

* Installation & configuration of IIS.
* Configuring the Web and application server.
* Doing the DC-DR activity for an Ebanking application and Finacle application.
* Maintaining various systems files, logs etc.
* Generation of various reports on daily, weekly & monthly basis.

**Application Support Activity For SMS Alert**

* Providing end to end support for resolving the issues raised by bank team.
* Simulating the scenario for SMS in Finacle.
* Trouble shooting for SMS alerts as the same is flowing thru **Air2web** (service provider).
* Handling Complaints from branches all across India.
* Maintaining Records of response to problem with resolution time, solution to the problem and customer acceptance for solution.

*Academia*

M.C.M WITH 65.81% From Pune University.

B.C.A with 57% from Tilak Maharashtra Vidyapeeth.

H.S.C with 47% from Mumbai University.

S.S.C from with 62% from Maharashtra Board.

***Personal Details***

Date of Birth : 22/08/1988

Languages Known:English, Hindi and Marathi

Marital Status : Married

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