**SHASHANK W. DHANRE**

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**PROFILE SUMMARY**:

* 2.6 + years of experience as an Application support engineer in Monitoring, Analysis and troubleshooting.
* Working as Production Support, attending production calls, troubleshooting the application and resolving bugs.
* Good understanding of ITIL and ITSM operational processes like Incident Management, Change Management, Problem Management, Release Management and Service Improvements.

**EXPERIENCE SUMMARY**:

* Working experience rotational shifts in L1 and L2 Production support.
* Perform system health checks during weekdays and critical business hours and maintain reports.
* Experience in handling ITIL Methodologies
* Expertise in Client-Server application development using Oracle 11g/10g, PL/SQL, SQL \*PLUS, TOAD and SQL\*LOADER
* Good analytical and problem-solving abilities and provide resolution on support issues within the scope of support per the Service Level Agreement (SLA).
* Good understanding if ITIL concepts including Incident Management, Problem Management and Change Management.

**Technical Skills:**

* Working knowledge of UNIX/Linux platform.
* Working knowledge of SQL Databases & basic network configuration
* Working knowledge on tech. such as IIS, Apache, Jboss, and Tomcat bases application.
* Vast Experience in Oracle advance SQL Programming Using Analytical functions, Sub Queries, indexes and so on.
* I have involved in all phases of the SDLC (**Software Development Life Cycle).**
* Basics Certification: ITIL.

**EDUCATIONAL QUALIFICATION**:

* Degree in Electronics and telecommunication engineering. Aggregate-60.14 from -R.T.M.N.U. (NAGPUR) University in 2015.
* Diploma in Electronics engineering Aggregate-63.03 from AST Wardha in 2011.
* SSC Aggregate-54.30 from N.E.H. school in 2007.
* Basics Certification: ITIL 2016.

1. **WORK EXPERIENCE**:

**Company** : **IDC Technologies**

Tenure : Aug2017 – Present

Designation : SR. Support Engineer.

**MAJORPROJECT**

Title : LIMS Project

Project Type : Application Support and Development

Domain : Software Development.

Client : Lupin Ltd.

Operating System : windows, Linux, Unix.

Tool : SQL Developer, SQL Plus, Toad

**Description:**

Lupin Ltd. Is the one of the biggest organizations in pharmaceutical sector they are using pharmaceutical major application such as Biovia-inventory management, Workbook ,CBOE, PLA etc. application for scientific activity. The company’s R&D program is headquartered in the Lupin Research Park located near Pune. These application is most popular in pharmaceutical companies, approximately 10000 users are using in Lupin for various activity like store management, scientific calculation, balancer to mugger the chemical units etc.

**Job responsibilities: -**

* Check email Alerts, Notification mails and any tickets in queue with their priority.
* Application Monitoring, Analysis and troubleshooting front-end and back-end.
* Participate in projects related to Projects and peripheral applications, as requested.
* Work closely with Development & Product teams to be aligned with Business.
* Analyzing and resolving production issues. SOP Document needs to be created.
* Loaded the data into database tables using SQL\*loader from text and excel files.

**2. WORK EXPERIENCE**:

**Company : Softgenger India Pvt. Ltd Pune. .**

Tenure : Apr2016– Aug 2017.

Designation : Support Engineer

**MAJOR PROJECT**

Title : IBM-Vodafone.

Project Type : Production/Application Support and Maintenance

Domain : Telecom

Client : Vodafone India Limited

Environment : SQL UNIX/ Windows, Oracle Database server12C.

Tool : Putty, ITSM, BMC Remedy, site scope, Oracle developer tools.

Description**:**

Vodafone India Limited involves Zone Wise Near Real Time Reporting of Service Management, Order Management, Interaction, Customer Management and Sales Management, PAN India Real Time reporting and D-1 Reporting. This solution will serve 180 million subscribers of Vodafone India. VIL intends to utilize near real-time business intelligence for effective operational decision-making and to optimize its business performance. Considering these requirements, the BI solution comprises of an Operational Data Store (ODS) which will be storing the data from Siebel CRM in near real-time through Golden Gate (GG) replication. Whereas there are PAN India users who want to do cross-zone reporting, for which there will be separate IDS schema in the warehouse, which will be used for all such kind of cross-zone reporting.

Job responsibilities**: -**

* Application health-check report daily.Work in a 24/7 technical operations.
* Coordinating, planning and performing application deployments.
* Investigate, troubleshoot, and triage complex production software/application/service issues and misuse.
* Working on incident and problem management and provide the resolution as per SLA.
* Organize and facilitate outage event management activities including outage status communication, problem determination activities and root cause analysis.

PERSONAL DETAILS:

* Name : Shashank wamanrao Dhanre
* Date of Birth : 29th July 1991
* Sex : Male
* Nationality : Indian
* Present Address : C/o Madrewar, karveroad ,warjejakat Naka Pune.
* Permanent Address : At. Parvati Nagar masala road wardha-442001

Declaration**:** I hereby declare that the information furnished above is true to the best of my knowledge.

**DATE:-** **(**ShashankDhanre**)**