CURRICULAM VITAE

Viral Khamar

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Employment History:

- Worked as a Application Support Engineer in Green Star Technology Pvt. Ltd, Gurugram – Haryana. From 14th September - 2019 to 31st July – 2023.

- Worked as a Technical Support Engineer in CMS IT Services Pvt. Ltd, Mumbai – Maharashtra. From 24th August - 2015 to 12th September – 2019.

- Around - 7 Years and 2 Months of Experience in Various IT - Information Technology Support Environment. Technical Support, Application Support, Product Support, Software Support, Database Support, Cloud Support, Desktop Support, Help Desk Support, System Administration, Linux Administration and Server Administration.

Professional Certificates:

- **SQL and Oracle Certified Associate - OCA - Certified from Oracle University in 2017.**

Roles & Responsibility:

- Having Experience in SQL Database, Oracle Database, and My SQL Database.

- Having Experience in SQL Server Management Studio and SQL Server Reporting Services.

- Having Experience in Java Based Software and Application Support and Monitoring Application.

- Manage Windows Server Administration, Cloud Server, RAC Server and Linux Server Administration.

- Having Experience in ITIL – Information Technology Information Library Process and ITSM Tools.

- Having Experience in VMWare Workstation, Virtual Box and WSL for Virtualization in Cloud Computing.

- Hands-on experience in Developing Reports, Dashboards, Charts, Graphs using Microsoft Power BI.

- Testing and Troubleshooting UAT Application, Live Application, Servers, and Internal Networks.

- Having Experience in Incident Management Tools – Service Now, BMC Remedy, Jira and Zoho.

- Having Experience in Remote Software – AnyDesk, VNC Viewer, TeamViewer and Beyond Trust.

- Providing Applications Support to End users and Resolve Issues, and Performing Customer Engagement.

- Providing Internal Training and Giving Presentation of New Software / Application Demonstration.

- Installation and Configuration Software, Application and Provide Printer Support and Outlook Support.

- Providing Telephonic Support and Remote Support and Provide Personal Field Support.

- Providing Technical Support in All Web Application, All Software Issues and Mobile Application.

- Having Experience in UNIX Operating System, MAC Operating System, Managing Active Directory Server.

- Having Experience in in Cloud Server – Amazon AWS, Microsoft Azure and Google Cloud.

- Managing and Maintaining maintain all workstations and laptops custom applications via Microsoft SCCM.

- Providing Technical Support and Application Support of Biometric Machine and HRMS Software.

- Manage Network Servers, Domain, Firewall, Switches, Router, Access Point and Other Technology Tools

- Self-learner, Capability to Debugging and Solving the issues and Opportunity to Learn Latest Technologies Seeking-Upgrading Knowledge on Regular Basis and Useful to Our Departments and Company.

Technical Skills:

Programming Languages :	C, C++, ASP.Net, C# (Visual Studio), PHP, Java, J2EE, Java Script, Python.
Database Software :	SSMS, SSRS, SSIS, SSDT, SQL Server Agent, Oracle Flexcube, Quick Books.
Cloud Computing :	Microsoft Azure, Amazon AWS, Google Cloud, VMWare, Hyper-V, SharePoint.
Monitoring Tools :	Dynatrace, Ansible, Site 24*7 IM, Sematext, Apache Kafka, Zabbix.
Data Analytics and Visualization :	Power BI, Tableu, Splunk, My Analytics, Jenkins, Kaggle, Google Data Studio.
Application Software :	Docker, Docker Desktop, Kubernates, Spark, SAS, Rapid Miner, Qlik View.
Scripting Language :	HTML, CSS, PL/SQL, UNIX Shell Script, Power Shell Script.
API Tools :	Katalon, Postman, API Gee, Rest API, Rest Console, API Fortness.
Documentation Software :	Microsoft Office-2016, 2019, 2021, O365, Microsoft Visio.
Documentation Tools :	Microsoft Word, Microsoft Power Point, Microsoft Excel, Google Workspace.
ERP Application :	ERPNext, Intex Textile App, SAP, Microsoft Apps Dynamic, Oracle NetSuite.
Reporting Software :	Crystal Reports, Google Analytics, Zoho Analytics, SAP Crystal Report.
Ticketing Tools :	Service Now, BMC Remedy, Jira, Zoho, Freshdesk, Snipe IT.
Remote Software :	AnyDesk, Team Viewer, VNC Viewer, Bomgard, DameWare.
Windows Operating System :	Windows 7, Windows 8, Windows 10, Windows 11.
Linux Operating System :	Redhat Linux, Oracle Linux, Cent OS, Ubuntu, Solaris, Fedora.
Automation Software :	Control M, Active Batch, Redwood Run, IBM Workload, Broadcom.
Server Configuration :	Windows Server, Cloud Server, Database Server, Linux Server, Rack Server.
Network Protocols :	HTTP, HTTPS, SMTP, IMAP, FTP, DNS, DHCP, TCP/IP, Telnet.
Excel Multiple Functions :	Multiple Types of Lookup, Pivot Table, Statistics Functions, Charts, Advance Ex.
Company-Wise Domain Experience :	1.Telecom, 2.Banking, 3.Logistic, 4.Shipping, 5.Data Center Project, 6.Textile, 7.Attendance Biometric Machine Product, 8.HRMS Software Project,
Company-Wise Project Experience :	9.IT Companies Internal Services Project - Website and Application Related.

Academics:

Degree	University / Board	Year of Passing	Percentage
M.C.A.	Gujarat Technological University, Ahmedabad.	June-2015	CGPA – 6.74 62%
B.C.A.	Hemchandra Charya North Gujarat University, Patan.	June-2011	52%
H.S.C.	G.H.S.E.B. – Gandhinagar.	June-2008	58%
S.S.C.	G.S.E.B. – Gandhinagar	June-2006	71%

Personal Details:

Full Name :	Viral Dipakbhai Khamar	Date of Birth :	27th - January - 1991
Gender :	Male	Relationship Status :	Married
E-Mail I'd :	viralkhamar27@gmail.com	Languages Known :	English, Hindi, Gujarati.
Primary Contact No:	+91-99989-02701	Alternate Contact No :	+91-99747-02701
Present Address :	Naranpura, Ahmedabad, Gujarat.	Permanent Address :	Prantij, Sabarkantha, Gujarat.

Declaration:

I hereby declare that the above-mentioned information is true to the best of my knowledge.