***RESUME***

**NAME** – Jaydeep Bhawani

**ADDRESS:-** 17 Shriyam Industrial Estate Behind Kathwada GIDC

Ahmedabad

**CONTACT NO:-** 7373076969

**EMAIL:-** [manthancorporation2015@gmail.com](mailto:manthancorporation2015@gmail.com)

**APPLICATION SUPPORT REPRESENTATIVE**

**■ Career Profile**

**Objective – Looking for a position as Application Support Representative in a company that requires and values high level of work ethics, combined with technical know-how skills and effective interpersonal communication.**

**Technical Skills Offered**

* **Support of application written on C# .NET, ASP.NET, VB.NET and Java software tools.**
* **Web based technologies – XML, HTML and JavaScript (jQuery) PHP 5+, PHP Modules: JSON, LDAP.**
* **Web Servers: IIS 6.0 & popular Web Browsers.**
* **SQL Server 2005/2008 and Oracle.**

**Core Competencies**

* **Strong analytical thinking, problem solving, creativity**
* **Interpersonal skills and team-work ability**
* **Skilled at handling documentation**
* **Time-management and timeline prediction**
* **Dedicated to finishing projects by or even before the set deadline**

**■ Professional Experience**

**Oasis Inventor IT Solutions Private Limited  
Application Support Specialist – Representative**

**First Line Support – Provided various technical support services for the company’s software applications, including problem analysis and resolution.**

**SELECTED PERFORMANCE HIGHLIGHTS**

**Technical Work:**

* **Deployed specially designed test scripts – Retrieved system metrics, gathered and formatted statistics and ran analyses to identify system issues.**
* **Provided constant technical support for applications to ensure optimal durability and reliability – Investigated and resolved technical operational issues of the applications.**

**Technical Support:**

* **Worked closely with the developers of applications to advise concerning changes on system-levels.**
* **Maintained close collaboration with vendors to ensure timely support whenever necessary.**
* **Made effective and much appreciated suggestions for changes in the system applications, and gave expert advice as to proper operation.**
* **Trained end-users by means of verbal personal instruction and specially designed documentation.**

**■ Education  
B.S., Bachelor’s Degree in Computer Science**