Shubham Mohite

Senior Analyst at TIAA | Production Support and Architecture | ITIL4 Certified

Application Support Specialist with 5 years in IT/software support, skilled in ITIL process management for high-quality service. Excellent in communication, analysis, and team coordination for rapid incident resolution, minimizing business impact. Efficient multitasker in dynamic settings, dedicated to boosting system functionality and user satisfaction through proactive support and continuous improvement.

Address

1201, The Signature Tower, CTS No. 346, Tagore Nagar, Group 8B, Old post office lane, Vikhroli (E), Mumbai- 400083

Contact

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+91 7738822876

Work Experience

Employer - Teachers Insurance and Annuity Association of America (TIAA)

Work Tenure - March, 2022 to Present

Job Profile - Senior Analyst – Production Support and Architecture

Job Description and Responsibilities :-

- Perform deep drill down analysis of application, system and network issues and provide necessary solutions.
- Provide Production Support in terms of incident management: identifying issues, reporting incidents, escalations, troubleshooting and problem resolution in a timely manner.
- Perform critical monitoring for production systems and take required steps to remediate business impact. Monitoring tools include Dynatrace, Splunk and TIAA Today dashboard.
- Perform routine maintenance recycles for critical applications and servers using OpenShift4 console, Oracle Weblogic Console and OCF Tool.
- Performing Datacenter Isolation as per scheduled maintenance window via OCF Tool.
- Provide support for critical batch processing activities – including major Unified processing streams for AutoSys using CA7 and AutoSys scheduling platforms. Responsible for providing critical data updates to participants and trading systems. This support includes direct intervention (job) and rerunning.
- Provide support for major Change, Release and Disaster recovery procedure (includes site isolations, code migrations, system recycles) .
- Monitoring and perform Mainframe Batch job with the help of Auto operator Tool.
- Continual service improvement of infrastructure platforms.

Employer - Lester Info services Private Limited

Work Tenure - February, 2019 to March, 2022

Job Profile - Senior Software Support Executive

Job Description and Responsibilities :-

- Process user information received from client, ensure the quality of data and load it on production server for calling using SQL and tools such as SQL Server, MS Access Database, VICIDial and Epro Director Pro Dialer.
- Troubleshoot production issues related to data by writing SQL queries, SQL joins, and sub-queries based on requirements.
- Resolve issues in a timely and efficient manner.
- Provide required data to client by maintaining the quality and accuracy.
- Maintenance and modification/updates to the documents/procedure of system related applications.

Education

BSc in Information Technology (Duration : 2015 - 2018)

VES college of Arts, Science and Commerce (Mumbai University)

Completed with first class rank

HSC in Bifocal Science (Duration : 2014-2015)

N.G. Acharya and D.K. Marathe College (Maharashtra State Board)

Completed with first class rank

SSC – Primary Education (Duration : 2012-2013)

Sadhana Vidyalaya High School (Maharashtra State Board)

Completed with first class rank

Technical and Professional Skills

- Expertise in ITILv4 foundation with good understanding.
- Expertise and experience in MySQL and MS SQL Server platform. Also, hands on knowledge on Oracle 12c platform.
- Good knowledge and basic understanding of languages like HTML, CSS and Javascript.
- Good problem solving and analytical skills. Able to identify and resolve intricate problems.
- Good verbal and written communication skill and able to communicate clearly and get along well with other co-workers.
- Creative and self-confident, Regular, disciplined & sincere in work.
- Proficient in MS Excel, MS Office, computer and applications, Web-based software applications.
- Proficient in Windows 7/10/11 operating systems and Microsoft word, Excel, PowerPoint.

Certifications

- Certified ITIL 4 Foundation.
- Certified AWS Cloud Practitioner.

Projects

Society Management System (Final Year Project):

- This system manages all society operations like storing user details, account details, parking reports, maintaining reports etc. The system has basically three main modules :
- Society and member management.
- Accounting transaction management.
- Report.
- Technology Used : HTML, CSS, Bootstrap, JSP, Microsoft Access for Database.

Docket Handling System (Second Year Project) :

- This system was built around the idea to reach each and every issue a student or faculty has regarding the college campus like maintenance, canteen cleanliness, campus cleanliness etc. and to strengthen the communication relationship between faculties and students.
- Technology Used : HTML, CSS, PHP, PHPMyAdmin for Database.

Personal Details

- **Name**   :   Shubham Pradeep Mohite
- **Date of Birth**   :   19th June, 1997
- **Gender**   :   Male
- **Nationality**   :   Indian
- **Languages known**   :   English, Hindi, Marathi
- **Hobbies / Interest :**   : Traveling, Photography, Reading, Exercise, Technology, Indoor and outdoor games.

Declaration

I hereby declare that all the above details are true and correct to the best of my knowledge.