Rohit Mahajan [Rohit.mahajan13487@gmail.com](mailto:Rohit.mahajan13487@gmail.com)

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**P R O F I L E S U M M A R Y**

Experienced IT professional with 12+ years of expertise in application support, Production Support, and RPA Support. Strong background in incident management, troubleshooting, and technical support across domains including Retail, Insurance, Finance, and Healthcare. Proven track record of leading teams to maximize productivity and delivering business solutions that align with client needs. Adept at communicating complex technical issues and managing evolving IT environments.

**C O R E C O M P E T E N C I E S**

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| --- | --- | --- |
| Team Management | Technical Troubleshooting | Incident Management |
| Knowledge base | Application & Product Support | Problem Management |

**T E C H N I C A L S K I L L S**

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| --- | --- |
| **Operating System** | Windows (XP, 7, 8.1, 10), Linux/Unix |
| **Cloud Technologies** | Azure |
| **Database** | SQL, Oracle, SQL Server |
| **Language** | PowerShell |
| **Tools** | Service-Now, Cyber-Ark, TWS, Web-Citrix, DB Visualizer, Putty, Introscope, Fog light, AOTS, BMC Remedy, MT Putty, Aqua logic JBoss EAP 6, Putty, WinSCP, TAPM, Dynatrace, Dyson, Salesforce, Interbase, Post Gres SQL, Team Viewer, Five 9, Log  Me in, BDMT, Orchestrator |
| **RPA Tool** | UiPath Studio |

**W O R K E X P E R I E N C E**

1. **Organization :** Coforge Ltd

**Duration:** Feb’2022 – Present

**Designation**: Sr IT Support OPS Services( RPA Support/Dev)

**Client Profile**: US Wealth Management Company

The company is a global provider of investment processing, investment management, and investment operations solutions. IT provides products and services to institutions, private banks, investment advisors, investment managers, and private clients and IT deliver technology and investment solutions that connect the financial services industry. With capabilities across investment processing, operations, and asset management, we work with corporations, financial institutions and professionals, and ultra- high-net-worth families to solve problems, manage change, and help protect assets.

# Role & Responsibilities:

* Led team activities and provided L2 RPA support, responsible for 24/7 monitoring, bot testing, and production issue management.
* Performed sanity checks and troubleshooting using UiPath Orchestrator, ensuring smooth bot operations across environments (Prod, Pre-Prod).
* Managed bot migrations (UiPath 19.1 to 21.10, Windows 7 to 10) and implemented PowerShell automation scripts for task optimization.
* Delivered Windows Server patching, PowerShell-driven server maintenance, and SQL query execution to support production needs.
* Creation of Multiple PowerShell Script used for Sanity Checks
* Restarting/Stopping Servers using PowerShell Script
* Multiple power shell to validate environment
* Create multiple PowerShell scripts to deploy files, string search, Ip address of Multiple servers etc.

1. **Organization:** ECLL Pvt. Ltd

**Duration:** Mar’2021 – Feb’2022

**Designation**: Senior Analyst

**Client Profile:** EyeCareLeaders.com

Eye Care Leaders is the No. 1 source for top-rated ophthalmology-specific EHR and Practice Management systems. With a singular focus on eye care practices. The cloud-based suite tightly integrates software that addresses every aspect of the modern eye care practice: revenue cycle, electronic health records, practice management, optical, ASC, patient retention, patient reactivation, patient portal, analytics, and more. my Care Analytics platform even offers the largest ophthalmology dataset benchmarking for practices on financial, operational, clinical, utilization, and satisfaction parameters.

# Role & Responsibilities:

 Provided L2 application support for ophthalmology-specific EHR systems, with 24/7 monitoring and resolution of Windows Server and database issues.

 Actively worked on Salesforce for ticket management, engaged with multi-tier applications, and handled database migrations and SQL query execution.

 Supported application installations, upgrades, and database management for clients using Interbase and PostgreSQL.

1. **Organization:** Tech Mahindra Ltd

**Duration:** Oct’2016 – Feb’2021

**Designation**: Sr. Support Engineer

**Client Profile:** Elastics TB PAS SD&E – Thunder Bird (AT&T)

To support the 10+ Live web and desktop application interfaces comes under ISAAC Work Flow Engine (AT&T Network) which shows large number of non-production, production and cloud servers used for the application deployment on JBOSS, WebSphere and web-logic is used as data aggregation server

# Role & Responsibilities:

 Supported multiple web and desktop applications on JBOSS, WebSphere, and WebLogic servers for the AT&T network, ensuring 24/7 system uptime.

 Monitored production environments using Introscope tools, handled deployment, and engaged in troubleshooting with cross-functional teams.

 Provided proactive environment monitoring, daily validations, and incident management via BMC Remedy.

1. **Organization:** NIIT Technologies **Duration:** May’2014 - Sep’16 **Designation:** Sr. Software Engineer

**Client Profile:** Voya is a global financial services brand offering a range of banking, insurance and retirement services in over 50 countries. Voya Bank limited is an entity formed with the coming together of erstwhile, Voya Bank Limited is a premier bank in banking sector and a global financial powerhouse. The origin of the erstwhile Voya Bank was humble. The US Voya majorly deals in four areas viz.

Insurance, Investment, Trading, Pricing, Banking and Retirement services.

# Role & Responsibilities:

 Delivered round-the-clock support for banking and insurance applications, managing server health checks, logs, and incident response for UNIX/Windows platforms.

 Managed database-related activities, ticket monitoring, and issue resolution with strong focus on process documentation and knowledge sharing.

1. **Organization:** Core Database Systems

**Duration:** Mar’2013 – May’2014 **Designation**: System Engineer **Role & Responsibilities:**

* Provided L1 support for database and web applications, user management, and SLA-driven troubleshooting in a 24/7 environment.

1. **Organization:** Ebersol

**Duration:** Dec’2010 - Feb’13

**Designation:** Web developer and SEO Analyst

# Role & Responsibilities:

Developed SEO strategies and web content optimization to improve search rankings and website traffic.

Conducted competitor analysis and keyword research, leading to increased online visibility and improved site performance.

**C E R T I F I C A T I O N S**

Microsoft Certified Azure Fundamentals –AZ 900

**H O B B I E S**

* Guitar, Table Tennis, Cricket, Travelling

**P E R S O N A L D E T A I L S**

* + **Languages Known**: English, Hindi, Punjabi
  + **Current Location:** Noida, INDIA
  + **Marital Status:** Married
  + **Passport:** Yes