

MOHAMMAD HABIB KHAN



📍 Lucknow, India 226006

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SUMMARY

Application Support Engineer with 7 years of experience well-versed in supporting users and troubleshooting customer queries. Highly-motivated individual with desire to take on new challenges with good interpersonal and multitasking abilities. Adept at working effectively unsupervised and quickly mastering new skills. Skilled in working under pressure and adapting to new situations and challenges and meeting tight deadlines.

SKILLS

- Communication and Team Collaboration
- Technical Documentation and Reporting
- Team Training
- Remote Technical Support and Assistance
- Technical Analysis
- Requirements Analysis
- Technical Troubleshooting
- Support SOP Writing
- MySQL and MS-SQL
- Linux Shell Scripting
- Python
- Data cleaning using Python libraries like Pandas, Numpy etc.
- Data Visualization tools like Seaborn, matplotlib.
- Regression Testing and UAT Testing

EXPERIENCE

Senior Application Support Engineer, 07/2021 - Current
Magnit Global Pvt. Ltd, Lucknow

- Performed root cause analysis for application issues and developed solutions to prevent future occurrences.
- Monitored application performance, identified bottlenecks, and implemented corrective measures.
- Resolved complex production support issues in a timely manner by identifying and resolving underlying problems.
- Configured and maintained applications for multiple environments including development, test, staging, and production.
- Created supporting documentation such as user manuals and process flow diagrams to ensure proper use of applications.
- Collaborated with developers in debugging code errors in order to resolve application bugs quickly.
- Analyzed log files generated by various applications for troubleshooting purposes.
- Provided end-user training on how to use new features or functionalities within the application.
- Responded promptly to customer inquiries regarding application usage or functionality issues.
- Led cross-functional teams in systems integration projects.
- Doing thorough Regressive testing on all the UAT sites before the script id deployed on production

Technical Product Support Engineer, 09/2018 - 07/2021

Eclinicalworks Pvt Ltd., Ahmedabad, India

- Provided technical support to Health domain to the practices in US using eCW Product via phone and email, troubleshooting software related issues.
- Resolved customer inquiries in a timely manner by utilizing problem-solving skills by adhering to the SLA.
- Tested new products prior to their release into production environment.
- Trained other team members on relevant technologies and procedures.
- Documented repair processes and helped streamline procedures for future technical support actions.
- Run through testing scripts and ask probing questions to locate root causes.
- Read technical manuals, conferred with users or conducted computer diagnostics to investigate and resolve problems.
- Created database queries , update , delete and truncate and run script to resolve the issues or to find the root cause of the issue.

Operations Analyst, 12/2016 - 09/2018

Paul Mason Consulting Pvt Ltd., Vadodara, India

- Providing Retail support to our Clients in UK Handling of Remote Servers.
- Proactive monitoring of Alerts and raising tickets
- Escalating the major issues to L2/L3 team and tracking the current status of tickets and updates from Clients.
- Manage the entire service request process ensuring adherence to SLA Manage the entire service request process ensuring adherence to SLA
- Analyzed and documented existing business processes to identify inefficiencies and recommend process improvements.

EDUCATION AND TRAINING

Shri Ramswaroop College(SRMCEM), Lucknow, 07/2016

Bachelors in Technology(B.Tech): Electrical And Electronics Engineering

ACCOMPLISHMENTS

- Awarded as Player of Month for Exceptional contribution and service delivery
- Awarded and appreciated for handling customer queries and providing with the workaround and resolution.

CERTIFICATIONS

- AMCAT certified Data Processing Specialist
- AMCAT Certified customer service specialist
- PG Certification in Datascience and Artificial Intelligence.

LANGUAGES

English: First Language

English:  C2
Proficient (C2)

WEBSITES, PORTFOLIOS, PROFILES

[linkedin.com/in/habib-khan-b8850598](https://www.linkedin.com/in/habib-khan-b8850598)