**RESUME**

**Yogesh Farane**

**Contact:** 8208335593,9890098463

**E-Mail:** yogesh.farane@gmail.com

**Professional Summary**

* worked as a Senior Consultant with Experience in webserver, UI server, in Dassault Systems Project(Infosys TSO.).
* working as Technical support Executive with experience in Service-Now (Ticket assignment & Reporting) General Electric project in Infosys TSO.
* Working as process executive with experience in Infosys bpo(cisco project- Non voice)

**Skills**

* Servers
* Systems administration
* Running backups
* Adaptability
* Troubleshooting

**Work History**

**Senior Consultant, 04/2019 to Current**

**Dassault Systems, Infosys limited - Pune**

* Administered, supported and monitored server by proactively resolving server issues and maintaining servers.
* Used critical thinking to break down problems, evaluate solutions and make decisions.
* Planned and implemented security measures to safeguard vital business data.
* Modified existing databases to meet unique needs and goals determined during initial evaluation and planning process.
* Resolved problems, improved operations and provided exceptional service.

**Senior Technology Support Executive, 05/2017 to 03/2019**

**General Electric, Infosys limited - Pune**

* Monitoring Oracle ServiceNow Ticket Assignment.
* Interacting with clients and Clear their Queries Perform tasks within SLA.
* Resolved issues and escalated problems with knowledgeable support and quality service.
* Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
* Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
* Performed duties in accordance with all applicable standards, policies and regulatory guidelines to promote a safe working environment.
* Proactively source information in order to deliver and meet expectations and work with appropriate minimal supervision Perform day to day administration of the ServiceNow system, including making approved changes to process and workflows.

**Educational Qualification:**

B.sc.IT (Bachelor of science in information technology ) - 2014

**Personal Details**

|  |  |
| --- | --- |
| Full Name | Yogesh Narayan Farane |
| DOB | 24th March 1993 |
| Gender | Male |
| Marital Status | Single |
| Address | Swamini Apartment, Zeal Chowk, Narhe, pune |
| Permanent Address | Mathoshri Niwas, Vishal Nagar ,Islampur  Tal - Walwa , Dist- Sangli |
| Language | English, Hindi, Marathi |

**Declaration**

I hereby declare that the information furnished above is true, correct and complete to the best of my knowledge and belief.

**Yogesh Farane**