

# Abhishek Misal

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## CAREER OBJECTIVE

To work with a company or organization that offers me consistently positive atmosphere to learn new technologies and adapt & implement them for the betterment of the business as well as individual knowledge growth of the team.

## WORK EXPERIENCE

Working Full time as “**Network Operations Centre Engineer**” at eClinicalWorks India Pvt. Ltd. From JANUARY 2022

- Using diversified tools (SolarWinds, Data Dog etc) to monitor & maintain performance and capability of servers and services (Tomcat, Cognos etc) hosted on them.
- Working to triage or troubleshoot the Incidents/Outages within their defined areas (SLA/SLR) with proper documentation (RCA, RFO etc) and timelines (resolution steps).
- Tracking and documenting all the internal or external teams / vendor issues / defects and their resolutions in detail through a designated ticketing system for future references.
- Maintaining the Application uptime within SLA/SLO as well creating Monthly / Quarterly or AD-HOC Uptime Reports as per Client / Vendor Requirements.
- Escalating complicated out of scope issues to management, other IT resources, third parties and/or vendors, as appropriate.

Worked Full time as “**Server Administrator & Technical Support Engineer**” at Kenico Solutions & Services Pvt. Ltd. from JUNE 2021 to DECEMBER 2021.

- Managing VMWare and ESXi Server & Install and maintain multiple types of hardware and software on it.
- Create user accounts and troubleshoot user issues and keep an eye on data flowing in and out of the network
- Design and implement IT solutions for company problems like providing backup and recovery options.
- Give continuous support to the department by providing troubleshooting and tech support services.

## EDUCATIONAL QUALIFICATIONS

2021	Vidyalankar School of Information Technology, Wadala, Mumbai University, Graduated in Master of Science in Information Technology.	9.33 78.96 %
2019	Vidyalankar School of Information Technology, Wadala, Mumbai University, Graduated in Bachelor of Science in Information Technology.	9.02 75.04 %

## PROJECTS

- 2020-21    **Project Title: - StudyBot: an AI Based Chatbot.**  
**Project Objective:** “To provide single accurate result as opposed to Google’s multi-sourced results and help students to prepare for their exams and also to gain knowledge.”
- 2018-19    **Project Title: - DR.TOM: an AI Based Pet Diagnostics System.**  
**Project Objective:** “Our system is mainly targeted towards pet owners, our system is as of now only made for dog owners and is mostly for diagnostics of dog skin disorders.”

## TECHNICAL SKILLS

<b>Languages</b>	C, C++, PYTHON, JAVA, and ASP.NET With C#.
<b>Database</b>	MySQL, Oracle DB, MSSQL (Basic).
<b>O.S</b>	Cent OS, Rocky Linux, Ubuntu (efficient) and Microsoft Windows Server (Intermediary)
<b>Cloud</b>	Microsoft Azur (efficient), AWS (Basic)
<b>Softwares</b>	Power BI, NetBeans, Turbo C, Anaconda, R Studio, and Visual Studio.

## ACHIEVEMENTS

- Passed the TCS NQT with 74.05% Marks held in FEB 2021.
- Secured 1<sup>ST</sup> Rank in Division “E” For Semester II, III, IV, V, VI.
- Secured 1<sup>ST</sup> Rank in Subject of “Green Computing” at Semester II.
- Passed the MS-CIT with 81% Marks held in JUNE 2013.

## CO-CURRICULAR ACTIVITIES

- Recognized as STAR (Spoken Tutorial Alumni Resource) for being outstanding achiever and an exceptional alumni of Spoken Tutorial Project by IIT Bombay on 4<sup>th</sup> March 2023.
- Presented a Study Paper on “Deep Learning for Facial Recognition” in V-Search an Inter-Collegiate Research Paper Competition in FEB 2020.
- Completed a Value-Added Course in “Machine Learning using Python” jointly conducted by VSIT & Enterprise Building Training Solutions About in OCT 2018.
- Participated in the Workshop on “Avishkar Research Convention 2018-19” Organized by Department of Student’s Development, University of Mumbai in SEPT 2018.

## EXTRA CURRICULAR ACTIVITIES

- Class Representative of My Class.
- General Secretary of ACM-VSIT Committee 2018-19.
- Coordinated the workshop of “3D Designing & 3D Printing” Organized by ‘ACM-VSIT Student Chapter’ in JULY 2018.
- Participated in “BIZCON’17” Event held in VSIT Conducted by E-CELL of VSIT in 2017.

## PERSONAL INFORMATION

<b>Languages</b>	English, Marathi and Hindi.
<b>Certifications</b>	MS-CIT, ABAP, Machine Learning, ITIL Service Design, Power BI.SRE Essentials
<b>Hobbies</b>	Travelling, Watching Cricket, Planning Things and Reading Books.
<b>Date of Birth</b>	31 <sup>st</sup> January 1998

I hereby declare that the information and facts stated above are true and correct to the best of my knowledge and belief.

**Place:** Panvel

**Date:** 22<sup>nd</sup> October 2023.

(Abhishek Misal)