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 "**Cloud Engineer**" at eClinicalWorks India Pvt. Ltd. From MAY 2024

- Provision, Configure, Monitor & Maintain Cloud Infrastructure resources such as virtual machines, storage accounts, and networking components.
- Develop and maintain PowerShell and Bash scripts to automate routine tasks, streamline project workflows, and conduct internal cloud infrastructure audits.
- Ensure that all infrastructure components meet proper performance (Load Balancing) and capacity standards (Right-Sizing) to provide an optimal end-user experience while maintaining cost efficiency.

Worked Full time as "**Network Operations Centre Engineer**" at eClinicalWorks India Pvt. Ltd. From JANUARY 2022 to APRIL 2024

- Using diversified tools (SolarWinds, Data Dog, Azur Portal 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

Languages	C, C++, PYTHON, JAVA, and ASP.NET With C#.
Database	MySQL, Oracle DB, MSSQL.
O.S	Ubuntu, Cent OS, Rocky Linux (efficient) and Microsoft Windows Server (Intermediary)
Cloud	Microsoft Azur (efficient), AWS (Basic)
Softwares	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 1ST Rank in Division "E" For Semester II, III, IV, V, VI.
- Secured 1ST Rank in Subject of "Green Computing" at Semester II.

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 4th March 2023.
- Presented a Study Paper on "Deep Learning for Facial Recognition" in V-Search an Inter-Collegiate Research Paper Competition in FEB 2020.
- 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.

PERSONAL INFORMATION

Languages	English, Marathi and Hindi.
Certifications	Machine Learning, ITIL Service Design, IBM SRE Essentials, AZ-900
Hobbies	Travelling, Watching Cricket, Planning Things and Reading Books.
Date of Birth	31st 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: Mumbai

Date: 27th March 2025.

(Abhishek Misal)