

ASHWINI BAHADUR

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Summary:

Dedicated and detail-oriented IT Operation Application Support Engineer with 2 years of experience in providing technical support, ensuring application stability, and optimizing system performance. Proficient in troubleshooting, problem-solving, and collaborating with cross-functional teams.

Career Objective:

To secure a position and be a part of progressive organization that gives scope to enhance my knowledge and skills, which can be used for the organizational and personal growth and contribute to the organization's optimal success.

Technical Skills:

- Operating Systems: Windows Server, Linux
- Application Servers: Apache Tomcat, IHS, WebSphere
- Databases: MySQL, Oracle, SQL Server
- Programming Languages: Java, HTML, CSS
- IT Service Management: ITIL Foundation
- Cloud Platforms: Certified in Google Cloud
- Monitoring Tools: Splunk, Autosys, Edocs, Manager, Eflow handling, Process Inspector

Professional Experience:

Application Support Engineer at **HCL Technologies Ltd.**

Client: **Citibank**

- Provided 24/7 technical support for mission-critical applications, resolving 98% of incidents within SLA. A systematic evaluation of systems, networks, and applications to identify security weaknesses and vulnerabilities.
- Conducted root cause analysis and implemented permanent fixes for recurring issues.
- Collaborated with development teams to ensure smooth deployment of new applications and updates.
- Developed and maintained technical documentation for knowledge management.
- Participated in on-call rotations, providing level 1 support.
- Efficiently used the tools like Splunk, OpenShift, Oracle PL/Sql, ServiceNow, ITIL, Process Portal, Edocs Manager, Eflow handling, Process Inspector.
- Having a good experience in Incident and Request handling.

Key Achievements:

- Improved application uptime through proactive monitoring and maintenance.
- Got appreciation for provide the proper analysis details of the critical issues.
- Received "Support Engineer of the month" award for exceptional monitoring and service delivery.

Educational Qualification:

B.Tech in EE (C.V Raman College of Engineering, Bhubaneswar)

Certifications:

- Google cloud certification

Soft Skills:

- Excellent communication and problem-solving skills
- Strong teamwork and collaboration
- Adaptable to dynamic environments
- Continuous learning and professional development