

PRASAD KULKARNI

Production and Application Support Engineer

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SUMMARY

I am Prasad Kulkarni, a Production and Application Support Engineer with 2.5 years of experience in L1 and L2 support. I possess strong knowledge of UNIX, SQL, and ITIL processes, contributing to efficient operations. My role includes client interactions and team coordination, focusing on incident management. I am recognized for my leadership, problem-solving skills, and client-centric approach.

EXPERIENCE

Production and Application Support Engineer

Deepminds Infotech Private Limited

04/2022 - 2025

Company providing production and application support services.

- First Point of Contact for escalations to address and get movement on delayed/stuck orders.
- Quality Analyst for the product, providing feedback on assigned orders.
- Coordinated with Internal and Client support functions for outages, incidents, and process changes.
- Assigned and dispatched cases to appropriate functions.
- Performed basic validation of information and followed up with relevant functions.
- Ensured handover and support engagements on unresolved tasks.
- Attended daily reviews and client calls for requirements and planning.
- Monitored alert logs and performed weekend maintenance activities.
- SQL queries for reporting and assisted the team with data queries.

EDUCATION

Bachelor of Computer Application

Modern College of Arts, Science and Commerce, Pune

06/2019 - 04/2022

H.S.C

Maharashtra Board

06/2017 - 02/2019

S.S.C

Maharashtra Board

06/2016 - 03/2017

LANGUAGES

English
Proficient



Hindi
Proficient



Marathi
Proficient



KEY ACHIEVEMENTS

- ✓ **Best Performer and Quality Analyst**
Rewarded as Best Performer for 3 Quarters and promoted as Quality Analyst. Received client appreciation for innovation and growth.

SKILLS

BMC Remedy		Control-M	
Dynatrace	EXCEL	ITIL	Linux
my sql	Oracle SQL	Putty	SQL
Unix	Windows	Java	AWS

PROJECTS

Application and Production Support Project

04/2022 - 01/2025

Application support project involving various tools and technologies.

- Utilized BMC Remedy and Control-m for application support.
- Involved in monitoring and reporting throughout the application lifecycle.

PASSIONS

- 🏆 **Hobbies**
Enjoys playing cricket and listening to music.