

Prajakta Laxman Balpande

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SUMMARY

- **Over 3+ years of hands-on experience** on UNIX, Windows, Cloud, and Data-Driven Critical Applications. Crafted **SQL queries** to extract and manipulate data efficiently.
- Applied foundational knowledge of UNIX/Linux commands, met project requirements, and facilitated smooth project execution.
- Exhibited skills in debugging **ETL code and UNIX scripts**, ensuring the reliability and efficiency of data processing workflows.
- Utilized monitoring tools such as **ITRS, Splunk, and Dynatrace**, to proactively monitor system health and troubleshoot issues.
- **Monitored** batch jobs diligently to guarantee the smooth and timely delivery of data to **downstream** systems, maintaining data integrity throughout the process.
- Performed Planned **DR Activities** for application and coordinated during the DR activity.
- Actively participated in weekend **change deployments**, contributing to the seamless implementation of changes, and provided on-call support to address any issues promptly.

SKILLS

Databases	SQL, PL/SQL, MySQL
Methodology	Waterfall, Agile Scrum, Agile Kanban
Languages	Java, JavaScript
CRM & Cloud Platform	AWS, Salesforce
IDEs	Visual Studio Code
Other Tools	VS code, Power BI, MS-Excel, Postman, Windows, Notepad++, Toad, Oracle SQL Developer, Super PuTTY, Service Now, Autosys, Auto Rep (Prod), JCI, Dynatrace, Splunk 8.2.6.1, WinSCP, ITRS Geneos, MS- Excel, Squirrel SQL client
Operating Systems	Windows, LINUX/UNIX

WORK EXPERIENCE

HCL Tech, India | Aug 2021 - Present | Software Engineer

- Experience in supporting UNIX, Windows, Cloud and Data Driven Critical Applications.
- Demonstrated hands-on expertise in crafting SQL queries to extract and manipulate data efficiently.
- Applied foundational knowledge of UNIX/Linux commands, meeting project requirements and facilitating smooth project execution.
- Having Fundamental knowledge in AutoSys (JCI) Tool and its functionality.
- Utilized monitoring tools such as Splunk, Dynatrace, Geneos, Grafana to proactively monitor system health and troubleshoot issues.
- Experience in Software Development Tool- WinSCP, Service Now (Incident Management).
- Batch Jobs Monitoring to guarantee the smooth and timely delivery of data to downstream system, maintaining data integrity throughout the process.
- Created SOP, Runbook and KBs for the applications.
- Analyze data using Excel and SQL for business reports.
- Efficiently managed and provide support for portfolio of eight applications, ensuring their smooth operation and optimal performance.
- Also playing the role of Shift Lead to stand as a single point of contact for escalation on behalf of team.
- Led a dedicated team, overseeing their work and ensuring seamless coordination in delivering support services.
- Implemented effective monitoring mechanisms and utilized tools such as ServiceNow, ITRS and TECTIA to track incidents, assign tasks and ensure timely resolution.
- Provide L2 and L3 support, adapting to issue complexity and ensuring adherence to client SLAs for timely issue resolution.
- Handle and resolve Incidents, defects, Problem ticket and change requests promptly and prioritize them based on their impact, leveraging ServiceNow for efficient tracking and resolution.

- Monitor and oversee batch processing systems, utilizing Autosys to optimize job execution, minimize downtime from failures and ensure smooth operations.
- Utilize SQL queries to investigate and resolve issues and perform thorough report checks, contributing to accurate troubleshooting and informed decision making.
- Execute essential UNIX commands to establish host connections, manage file operations, perform compression and conduct backups for enhanced data security and system recovery.
- Assist in seamless software updates and patches deployment, ensuring compatibility with existing batch processing system through UCD1/3 methodology.
- Document batch processes, job flows and troubleshooting steps comprehensively creating valuable references for the team and facilitating effective knowledge transfer.

COJAG Smart Technology, India | Dec 2020 - July 2021 | Intern

- **Project:** IoT & Artificial Intelligence Based Automated Manufacturing & Processing Industry for Better Performance
- **Description:** Worked on live case study, where IoT infrastructure was implemented to monitor the processing plants, monitor the stocks generated and live monitoring of sensor data from the processing plant.
- **Key Skill:** HTML, CSS, MySQL, R-programming

EDUCATION

- Bachelors in Electrical Engineering with **9.50 C.G.P.A.** from G. H. Rasoni College of Engineering, *2017-21*
- H.S.C. with an aggregate of **75.54%** from Prerna Junior College, *2015-17*
- S.S.C. with an aggregate of **92.80%** from Prerna Convent, *2014-15*

CERTIFICATION

- [Salesforce Associate Certification](#) | Credential ID: 3370911
- [AWS Certified Cloud Practitioner](#) | Validation Number: QHW3WDRDQJFEQLW7
- [Microsoft Certified: Data Analyst Power BI Associate](#) | Credential ID: FB80F858CDAB1812
- [SQL Developer](#) | Credential ID: 66816495

DECLARATION

I, **Prajakta Balpande**, hereby declare that all the above information contained herein is true and correct to the best of my knowledge.