

VISHAL V. CHAURASIYA

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OBJECTIVE :

Seeking new challenges, Looking forward to be a part of result oriented organization, to explore the unlimited opportunities in the field of Information Technology. I would like to work with an organization which provides me opportunities to help in progress of organization and provide me an environment wherein I am able to optimally utilize my professional knowledge and skills.

ACADEMIC INFORMATION :

- BSC-Computer Science(2018) in MAHAERSHI DAYANAND COLLEGE (MUMBAI BOARD).
- HSC(2014) in SIWS COLLEGE (STATE BOARD).
- SSC(2012) in MAHARSHI DAYANAND BALAK VIDHYAALAYA (STATE BOARD).

TECHNICAL SKILLS :

- Operating System : MS Windows
- Markup language : C, C++, PAYTHON, HTML, SQL, LINUX etc.
- Database :- Oracle 11g, SQL developer
- Application Support
- Banking Domain
- Ticking Tool
- Testing : Manual Testing(Sanity, Function, Regression, Retesting, Mobile Application tasting)

EXPERIENCE :

Clover InfoTech Pvt Ltd. Mumbai

IDFC First Bank (Feb 2020 to till date)

- Monitoring performance and ticket handling per technicians. Development of schedules to accommodate business needs.
- Server as a management escalation point for analysts. Develop processes and procedures for Service Desk. Ongoing development and training of IT processes, procedures, and policies. Maintaining relationships with vendors and other external clients
- Provide full life cycle management of all higher tier support and troubleshooting.
- Update and manage of all escalated tickets in accordance with local, regional and global Customer Services standards and processes.
- Performing activities like DR, failover, patching activities, software
- Co-ordinate with L2 Support in case of Product bug/ Enhancement requirement.

TOOL USED :

- Monitoring Tool : Grafana
- Logging Tool : Jaegar
- Ticking Tool : Service Now ,BMC Portal
- Application : Optimus (Website, Mobile App)

STRENGTHS :

- Possess good relationship building and interpersonal skills.
- Dealing effectively with highly stressful situations
- Sincerity, Self-Confidence and Multi-tasking.
- Good team player.
- Quick adaptability to challenging situations.

PERSONAL DETAILS :

Date of birth : 22 Feb 1996
Marital status : Single
Languages : English, Hindi & Marathi.
Mobile No : 8692869452
Hobbies : Travelling

DECLARATION :

I do hereby declare that the above information is true to the best of my Knowledge.

Place :

Date :

(Vishal V Chaurasiya).