

Application Support Engineer

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Objective:

To work with an organization where my skills find ample opportunities for upgradation of my knowledge and growth of my career, where I can prove myself.

Professional Summary:

Having 6+ years of IT experience.

Expertise in working on methodologies like ITIL, Agile, Kanban and technologies like Manual and Automatic Deployment

Took part in Agile daily standup meetings, sprint planning, MIM and retrospectives

Extensive knowledge on Incident Management, Change Management, Problem Management, License management and Release Management

Possess exceptional communication, analytical and problem-solving skills along with team management skills to work in multi-cultural environment

Ability to learn new technologies in short span of time and excellence in team playing with multi-location teams

Excellent in interaction with the customers and end users

Adaptable to work in Different environments

Able to work in a high-stress, fast-paced environment

Academic Details:

B.E (Telecommunication Engineering) from Dr. KLE' s Dr. M. S. Sheshgiri CET, Belagavi in 2015

PUC from RL PU College, Belagavi in 2011

SSLC from Phoenix English Medium School, Nehru nagar, Belagavi in 2009

Skill Set:

Operating Systems	Windows, Linux
Monitoring Tools	JIRA, SNOW, SDE, Open LM

Experience Details:

Project #1: Raet B.V, Netherlands

Description:

Raet, a Netherlands leading Cloud Solutions Provider (SAAS), with its “Youforce” platform helps more than 1.7 Million users and 1500 clients with Human Capital Management (HCM) ranging from standard payroll for about 25% of the entire Dutch workforce to advanced e-HRM (Human Resource Management) applications that enable global clients to find, hire and further develop their talent

Role-played: Application Support Engineer

Roles &Responsibilities:

Effectively monitored the environment and conducted Incident Management, Change Management, Release Management, Project execution using ITIL, Agile framework
Responsible for configuring the infrastructure and installing applications on Windows IIS hosted platform.

Working with application teams examining deployment requirements (hardware and software requirements).

Reviewing application installation documentation.

Executing the install.

Automating the installation process.

Ensuring that the installation is done in accordance with standards and best practices.

Working closely with product development team for deployments and issues.

Project #2: Hilton

Description:

Hilton is a global brand of full-service hotels and resorts and the flagship brand of American multinational hospitality company.

Role-played: Cloud Tech Support Associate

Roles and Responsibilities:

Provided L1-L2 scope of support to the client applications.
Resolving issues related to Hilton applications for Hilton employees.

Project #3: Volvo IT

Description:

Volvo IT is a global company and part of the Volvo Group. They deliver industrial IT solutions, telematics services and consulting services

Role-played: Senior Application Support Engineer

Roles and Responsibilities:

Provided support for various applications.
Troubleshooting and resolving installation and access issues related to different applications like Creta, CANalyzer, CANoe, SE-tool etc.
Worked on SNOW tickets, cases on the Kanban board and drive them to closure.
Handled migration of Vector products.
Worked with different types of license managers such as Flex LM, RLM, Codemeter, Saber/Synopsys.
Installation/renewing of licenses on Linux/Windows machines.
Setting up Monitoring of licenses for different products via Open LM license monitoring tool.
Real time license usage management and troubleshooting
Extract license usage statistics information and patterns and provide it to the concerned application solution leaders.
Harvest idle licenses either automatically or manually, optimizing license utilization
Roles and Permissions: Restrict license usage according to user permissions defined

Achievements:

Got spot-on award and hats off award for displaying execution excellence and showcasing amazing performance with great determination and dedication
Got spot-on award for team spirit twice for working effectively in a Team environment
Got accountability badge for showing dedication and responsibilities towards assigned work.
As a team, saved 7.2 million sec business by optimizing license utilization.

Declaration:

I hereby declare that the information furnished above is true to my knowledge.

Place: Bangalore.
Malakkanavar)

(Pooja