

SEEMA DESHMUKH

Application Support Engineer

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Pune



SUMMARY

Highly motivated Application Support Engineer Engineer 2 years of experience with a proven track record of success in the Business Strategy And Analysis field. Skilled in troubleshooting and resolving complex technical issues, as well as providing exceptional customer service.

EDUCATION

Solapur University, Solapur

Master's in Computer Application
Percentage - 70%

Shivaji University, Kolahapur

Bachelor of Computer Science
Percentage - 54%

SKILLS

- Advanced Unix/ Linux
- Linux Administration
- Shell Scripting
- Oracle SQL
- PL-SQL
- Basic knowledge Python

TOOLS

- Putty
- Oracle SQL Developer
- ServiceNow
- FileZilla
- Postman

PROFESSIONAL EXPERIENCE

Application Support Engineer

WNP Technology Pvt Ltd, Mumbai | 2021- Till date

**Clients - Catholic Syrian Bank(CSB), Kerala
Jana Small Finance, Karnataka**

Domain - IMPS (Bank Domain)

ROLE AND RESPONSIBILITY

- Resolve incident tickets that are relevant to IMPS failure and provide proper resolution.
- Check database to create a crystal report as per business need
- Monitor server health on a daily basis to prevent irregularity.
- Deploy payment gateway API and web server API as per developer suggestion.
- working on work order which is creation, modification, deleting released issues b using SQL
- Instantly working on AD- HOC request as per business need.
- Strong knowledge of ls, cd, cp, mv, ps, top, touch, grep, awk, find, sort, zip, gunzip, VI editor.
- Log Extraction and troubleshooting.
- Ability to handle multiple tasks and tight deadlines, preparing root cause analysis.

SOFT SKILL

Problem Solving
Ability to work independently and as part of team.
Planning
Reporting
Documentation

PERSONAL INFORMATION

Date of Birth : 20/02/1990
Gender : Female
Marital Status ; Single
Nationality : Indian
Language : English, Hindi, Marathi
Place : Pune

PROJECT DETAILS

IMPS stand for Immediate Payment service. Basically, customer makes IMPS but whenever this transaction is failed we get an incident.

We have to check if the issue is customer side like customer does not have enough fund in account or if we have to check if the issue was something related to bank server.

Accordingly, we have work on that incident and resolve customer issue.

The transaction limit refers to the maximum amount 2 lakhs and minimum amount 1 rs.

DECLARATION

I hereby declare that the details and information given above are complete and true to the best knowledge.

Place : Pune
Date

Seema Lalaso Deshmukh