# CONTACT

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# PROFILE

I am an experienced IT production support analyst. (4+ years). My objective is to provide a result driven support analyst and challenging real time production issue.

# SKILLS

* Unix
* SQL
* ORACLE

## TOOLS

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| RAJNI BHAKTE  IT SUPPORT ANALYST |

* Putty
* SQL Developer
* Service Now
* Netcool
* Riverside Senital
* ControlM
* Geneos

**SOFTWARE ENGINEER**

HCL TECHNOLOGIES Pune, IN

HCL Technologies Limited is an Indian multinational information technology (IT) service and consulting.

**company Client: Deutsche Bank**

Deutsche Bank AG is a German global banking and financial services company with its

headquarters in the Deutsche Bank Twin Towers in Frankfurt. It has more than 100,000

employees in over 70 countries, and has a large presence in Europe, the Americas, Asia-Pacific

and the emerging markets. In 2009, Deutsche Bank was the largest foreign exchange dealer in

the world with a market share of 21 percent. The company is a component of the Euro Stock

50 stock market index.

## PROJECTS

Providing application based support in GPF (General Provided Fund). In GPF we support

Traders and middles offices users with their application issues. Traders directly reach out to us in

case of any issue related to applications, reports related.

**ROLES AND RESPONSIBILITIES**:

# Leading a team of 3 members for daily support activities, mentoring and helping them cater to daily service requests and incidents.

# Investigate and analyse production issues and resolve them in a timely manner – excellent troubleshooting skills.

# Experience in engaging in business calls with stakeholders during critical production issues. Generate PMR (Portfolio Management Report) of clients for financial advisers to assist with better business decisions.

# Understanding of ITIL methodologies like incident, problem and change management. Providing support to application server status for front-end application.

# Work closely with Support, Development, Infra and QA counterparts for smooth execution of production deployments. Collaborate with Infrastructure teams, application developers, external vendors and exchanges to re-mediate the production issue.

# Raise problem tickets and JIRA for repeated issues with L2 in dept. analysis with handover documents to assist developers for permanent fix.

EDUCATION

**BTECH IN ELECTRONICS AND Telecommunication**

**ENGG.**

# J.D Collage of Engineering and Management. Nagpur

# AWARDS

**SPOT AWARD**

FOR MONITORING THE QURTERLY BATCH

PROCESS OF THE CLIENT AS IT WAS FIRST PRODUCTION RUN WITHOUT ANY INCIDENTS.

**EXCELLENCE AWARD**

FOR HANDELING PORTFOLIO MANAGEMENT YEARLY PROCESS SMOOTHLY WITHOUT ANY PRODUCTION ISSUE.

**TRAINING**

Successfully completed training in SQL and UNIX conducted by HCL Tech.

I hereby declare that all furnished information made here are true and correct to the best of my

knowledge and belief.

Place:

Date: (Rajni Bhakte)