Jeetendra Sakhrani

Flat No. 36, Padamji Compound - Phase 2,

Near Sikkibai School,

Pimpri, Pune - 411017

**Mobile :**937-100-4452

## Email: [jeetendrasakhrani@yahoo.co.in](mailto:jeetendrasakhrani@yahoo.co.in)

**CAREER OBJECTIVE:**

* To grow up the corporate ladder and to take broader responsibilities through continuous improvement, dedication, teamwork and innovative thinking that utilizes my technical, management and communication skills and to add to the overall success of the organization’s bottom line in an environment of challenging targets.

**WORK EXPERIENCE:**

*Roles & responsibilities: (Black Flag)*

*Using azure portal and elk portal to monitor the performance of API and to check error logs of particular API.*

*Check the performance of API using Apigee tool.*

*Performing API deployments using Jenkins and putty.*

*Performing Rolling Restart of Apigee Components (Message Processor) during unusual down.*

*Performing Grid Proxy Deployment*

*Roles & responsibilities: (Telefonica)*

Work in team environment to complete all testing activities according to schedule  
 Coordinate resolutions with development team and project managers  
 Complete root cause analysis of defects  
 Monitor data processing quality assurance and development activities  
 Troubleshoot and resolved application issues escalated from end users  
 Preparing environment for new releases

1. *With Mphasis as a Sr Technical Support Engineer (11th Oct 2010 to 31st May 2016)*

* **Roles & responsibilities:**
* Worked as Queue Monit**oring** in Service now for American Express (Severity 1 and Severity 2 Incidents)
* Worked on Request Management DW Ticketing tool for the American Express account which is associated with submitting request for new User ID creation request for Client / HP / Contractors and also submitting request for changes in the User ID, creating and Modifying DW Assignment groups
* Validating asset refresh requests
* Validating Software Install Requests.
* Remote Desktop Management - Provide EUC Support for Incidents implementing **ITIL** Best Practices.

1. *With Mphasis as a Sr TECHNICAL SUPPORT ENGINEER*

* **Roles & responsibilities:**
* Worked with American Express RDM (Remote Desktop Management) Team providing technical assistance via call, email, chat & remote sessions for the American Express users.
* Supported tools and applications such as MS Office applications, Printer-Scanner installation and troubleshooting, Basic Networking (Wired & Wireless connections, VPN client software such Cisco AnyConnect, Network drive, Data sharing, etc.), User Profiles Backup and Restore, java & web based applications, Avaya applications (such as Avaya One-X Communicator, Avaya One-X Agent and Avaya CMS supervisor)
* Providing First Call Resolution (FCR) to maximize customer satisfaction.
* SLM - Managing Service Levels effectively by auctioning & providing fixes in a time efficient manner, including Asset & Warranty Validation.

**EDUCATION QUALIFICATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| Examination | College / School | Year | Board |
| H.S.C. | D. Y. Patil College, Pune | 2000 | Maharashtra Board |
| S.S.C. | Jai Hind High School, Pune | 1997 | Maharashtra Board |

**ADDITIONAL ACHIEVEMENTS:**

* Awarded as Star of the month for exceptional support within process and client support by going extra mile with knowledge and work initiative.
* Awarded with appreciation emails from Client & Seniors within the process for best customer
* Service & process knowledge & troubleshooting ability. Relevant Project Experience Skills and

Competency

**CERTIFICATIONS:**

* ITIL v3 Foundation Certified
* AZ104 Microsoft Azure Administrator Associate.

**PERSONAL SKILLS:**

* Positive attitude, hardworking, sincere and believe in Teamwork.

**PERSONAL DETAILS**

* Date of Birth : 6th August 1979
* Gender : Male
* Marital Status : Unmarried
* Nationality : Indian
* Languages known : English, Hindi, Marathi & Sindhi
* Hobbies : Cricket, listening music & Watching movies

**DECLARATION**

I hereby declare that all the information stated above is true and correct to the best of my knowledge.

Date:

Place:  **Jeetendra Sakhrani**