Employee Name -Ankita Mane

**Contact No -** 9665599783 **Current Location -**  India

**Email ID – ankumane1127@gmail.com** **Role Designation and Job Level – Senior System Engineer**

# CAREER OBJECTIVE:

Motivated professional with over 2+ years of IT experience and excellent verbal and written Communication skills. A team player with great work ethics that responds quickly, positively and professionally under pressure and goes to extra miles to meet deadlines.

**Key Domain and Technical Knowledge:**

* Domain : **:** RDBMS, SQL ,Database, Retail, Delivery
* Technical : SQL, Oracle, Process, ITIL
* Tools : Microsoft SQL Server, Servicenow, Wakaru Monitoring Tool

**Academic Qualification:**

* Bachelor of engineering in Computer Engineering 2020 from Savitribai Phule Pune University, Pune
* Diploma in Computer engineering in 2017 from Dr. D. Y. Patil Polytechnic Kolhapur, India.
* Secondary School (10th Standard) in 2014 from Jijamata Vidyalaya Walwa, Sangli, India.

**Certifications / Professional Awards:**

* Certified in ITIL
* RISE Insta Award
* Appreciation On Gracias
* Have taken up Team Lead responsibility for reduced escalations and enabled better communications.

# TRAININGS:

* Successfully completed 1-week internal training in MySQL Programming for Developers.
* Successfully completed 1-week internal training in Database Programming in My SQL.
* Completed one complete session of Design Thinking.

**Foreign Languages known:**

NA

**Total Work Experience:**

Having **2+ years** of experience in Incident management and command center

**Role - Incident Manager**.

* Responsible for planning and coordinating all the activities required to perform, monitor, and report on the process.
* Handling business critical high priority p1/ p2 incidents by involving required teams and help to expedite the tickets to resolution with agreed SLA.
* Point of contact for all Major incidents and responsible for major incident management.
* Represent the first stage of escalation for Incidents and requests.
* Coordination of all priority incidents, events, and service requests according to ITIL process.
* Managing and performing analysis on aged tickets of all queues by applying filters and ensure to expedite ticket to resolution.
* Cooperation with Problem Management during creation of the Root Cause Analyze records.
* Providing accesses to various sites , sap accesses and servers
* Provides 24/7 support via call i.e., using Amazon Connect.
* Attend “Weekly Team Catchup” to update weekly activities.
* Working in access management team to manage Active directory and related operations such as user management, password reset, group creation/access, server creation/access request, database access request etc.

## Project Experience as SQL DBA:

* Knowledge of SQL Installation, backup & recovery, restoring databases.
* Implementing SQL Server security & object permissions like maintaining Database authentication

modes, creation of users, configuring permissions and assigning roles to users.

* Updating with latest services packs and security patches.
* Proficiency and expertise in SQL Server backup and restore the databases.
* Having knowledge of Always on Configuration & functionality.
* Configured the database maintenance plans for database optimization.
* Troubleshoot SQL performance issue.
* Responsible for monitoring the scheduled jobs, identifying the cause of job failure and taking

corrective actions for failed jobs.

* Analyse data volume & space requirements.
* Creating and Managing Database objects (Tables, Primary Keys, Foreign Keys, Views, Indexes,

Defaults and Check constraint, User defined Data Types).

* When performance issues arise, determine the most effective way to increase performance including hardware purchases, server configuration changes or index/query changes.
* Knowledge in troubleshooting & performance monitor SQL Server Database server ( Disk Performance Monitoring, CPU Bottlenecks etc.)
* Managing databases in production and test instances
* Activities such as Bouncing the server, refresh activity.

**Personal Information**

* Gender : Female
* Marital Status : Unmarried
* Visa Details ( If any) : yes (Swedan)
* Current Address : A/P-Walwa [Halbhag], Lakshmi Road, Mane Galli,

Walwa, Dis-Sangli ,416313