

RESUME

Name: KALYANI KAMD(PAITHANKAR)

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Mobile No: 8600861159

Profile Summary

Dedicated IT Production Support Engineer with 4+ years of expertise in Control-M, SQL, and UNIX, specializing in batch job scheduling, database management, and incident resolution.

Skilled in troubleshooting production issues, optimizing system performance, and ensuring high availability through proactive monitoring and automation.

Adept at collaborating with cross-functional teams to enhance system stability and streamline IT operations.

Technical Skills

Database : Oracle10g, 11g, 12C, 21C

Tools : SQL, Service now, Control-M

Putty, Win SCP, Beyond Compare, GIT, Bit-Bucket.

Primary Skills : SQL, PL/SQL, UNIX, Service now, Control-M

Secondary Skills : Shell Script

Operating System : Windows 10/11, UNIX

Work Experience

1. Tech Mahindra Pvt Ltd.

March-2019 – Sept-2023

Roles and responsibilities:

Monitor and manage Control-M batch jobs, ensuring successful execution and troubleshooting failures.

Write and optimize SQL queries for data extraction, reporting, and issue resolution.

Perform log analysis, root cause identification, and implement preventive measures to reduce recurring incidents.

Work with UNIX/Linux systems for file transfers, script execution,

and system performance tuning.

Collaborate with development, QA, and infrastructure teams to resolve production issues efficiently.

Incident management: Handle L1/L2 support tickets via ServiceNow, ensuring SLA compliance.

Participate in change management, patch deployment, and post-implementation validations.

Provide on-call support for critical production systems, ensuring 24/7 availability.

2. Aegis pvt LTD. Dec-2018 – Feb-2019

Roles and responsibilities:

Able to research and manage highly complicated account to provide comprehensive service to customers and assist upper management

Responsible to handle the team and task in behalf of Team Leader.

3. Wipro technologies. Jan-2017 – March-2018

Roles and responsibilities:

worked with capital One banking process.

Handled credit card details of customers.

Kept the records of cards and payment.

4. Softtronix institute. Sept-2015 – Nov-2016

Roles and responsibilities:

Handle calls and queries.

Responsible for handling technical terms in institute.

Responsible to maintain data of student.

Educational Qualification

Completed SSC (10th) with 76.56% from Sarvoday Kanishtha Vidyalay, Sindewahi (Chandrapur).

Completed HSC (12th) with 57% from Sarvoday Mahavidyalay, Sindewahi (Chandrapur).

Completed Bachelor of Engineering (Computer Engineering) from KDK College, Nagpur University (2011-2021).

Training / Courses

SQL and UNIX Certification- DBS Solution

Personal Details

Date of Birth: 09/04/1992

Gender: Female

Nationality: Indian

Marital Status: Married

Present Address: C/O Vasantrao Kamdi, ward no.14, near Taluka Krida sankul, Mul, Dist. Chandrapur 441224

DECLARATION:

I declare that all the information furnished above is true to my knowledge & references will be provided upon request.

Date

(Kalyani Kamdi (Paithankar))