**Gopal Sureshrao Sadhankar**

**Tele (M):** 9699461504

sadhankargopal33@gmail.com

I have Total 3.4 Years of Experience and 1.9 years of Experience in Production Support and Business Operations Analyst and IT Services DMS Domain in the field ofProject Implementation, ApplicationSupport & Maintenance.

**PRECISE**

* **Good in below Technology :**

**-Linux/UNIX, SHELL/Python SCRIPTING,SQL/PL/SQL.**

* Experience in Production Support and Participated in CR, Release and Deployment Activity related to production and UAT.
* Experience in Project implementation, Support and Maintenance
* Ability to handle complex projects and multiple tasks
* Flexible and versatile to adapt to any new environment
* Exceptional communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner.
* Strong understanding of business process of primary and secondary sales structure, Project implementation and management in CMS and Retail domain.

**PROFICIENCY AND SKILLS SET**

**Tools :** Service Now, Microsoft Outlook,Microsoft lync.

**Operating Systems :** Linux/Windows 10.

**Languages :**  Python Programming, Shell scripting.

**Database** **:** MySQL, Oracle PL SQL etc.

**Professional Tools :** Putty, Control M, JIRA defect tool, Winscp.

**ORGANIZATIONAL DETAILS**

Duration : 09th July2019– Till Date

Organization : **Intelligic Software Solutions**

Designation : Production Support Engineer

Project Name : **Kokan miles**

Team Size : 5

Environment : Linux, Windows 10

Tools : Putty,Gmail,Winscp, CA Service tool,My SQL, Shell Script.

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| **Description:** |  |

Kokan Miles and Services’ is designed to manage vehicle business activities like sales, quotation generation, service & maintenance, spare part sales. It also facilitates to manage customer feedback, stock, test drive details & employee details. The system can generate reports which help to run business more efficiently.

* **Roles and Responsibilities:**
* Logging issue – Worked on Manage Engine Tool to log cases and maintaining updated status for each case in timely manner. Issue Tracking, Analysis and Resolution management
* Remote solution – Used Citrix Online Tool for remote access and providing technical support for primary solution, Solving application level & system level issues to run business smoothly
* Install, configure and administer the SQL Server enterprise software and instance
* Also handled implementation activities & online support for onsite engineers
* Rectifying issues & find out root cause through backend
* Worked on Select, Update, Truncate, Drop & Rollback commands
* Execution of backup & recovery procedures to maintain database health
* Finding root cause of issues & escalate it to technical team if required
* Interacting with end users & Client and understanding CR Action (Modification Requirement in Application) cases.
* Design Bill template, Report and invoice as per client required.
* Monitor the services using PS command and Start Stop services on demand.
* Used daily Linux command to check the system health like file size, memory, services, process etc.

**ACADEMIC DETAILS:**

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| --- | --- | --- | --- | --- | --- |
|  | **Degree/Course** | **College** |  | **School/University** | **Passing Year** |
|  | BE | Rajiv Gandhi College Engineering, Chandrapur |  | Nagpur University | 2016 |
|  | Diploma | Bajaj polytechnic chandrapur |  | Maharashtra State  Board | 2012 |
|  | HSC | Janata college Chandrapur |  | Maharashtra State  Board | 2009 |
|  |  |  |  |  |
|  | SSC | Chotu bhai Patel High School, Chandrapur |  | Maharashtra State  Board | 2007 |
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**STRENGTHS:**

* Player Quick Learner
* Self-motivated and Hard working
* Positive attitude in working
* Goal oriented

**PERSONAL DETAILS:**

* Full Name: Gopal Suresh Sadhankar
* Date of Birth: 24/08/1991
* Marital status: Unmarried
* Nationality Indian
* Languages Known: English, Marathi. Hindi.

I do hereby declare that all the information provided by me is true to the best of my knowledge.

**Place: Pune (Gopal Sureshrao sadhankar)**