

# Vimlesh Jaysawal



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## PROFILE

I am currently working as a Jr. Technical Support Engineer with 1.8 years of experience in supporting and maintaining critical business applications. My primary focus has been on database management using MS SQL Server and MySQL, where I have developed and optimized SQL queries. I am also involved in deploying applications across various environments, monitoring their performance, and ensuring smooth operations with minimal downtime.

## WORK EXPERIENCE

12/2023 – present  
Thane, India

### **Jr. Technical Support Engineer(Dusane Infotech India Pvt Ltd)**

- Troubleshooted and resolved client-reported issues by analyzing application logs and system performance metrics to ensure stability and uptime.
- Created queries using SQL and MySQL to extract data and generate reports based on requirements, and helped troubleshoot database-related issues.
- Managed application deployments across multiple environments, ensuring smooth releases with minimal downtime.
- Handled support tickets by working closely with development and cross-functional teams to identify root causes and deliver timely fixes.
- Monitored AWS-hosted applications using CloudWatch and system logs; tracked EC2 and RDS usage, responded to alerts, analyzed long-running queries, and collaborated with teams to maintain high availability and performance.
- Performed scheduled maintenance activities (weekly/monthly/quarterly), including log cleanup, resource checks, and backup validations on production servers.
- Used Postman for basic API testing—sending HTTP requests, validating responses, and performing endpoint checks during development and support.
- Collaborated with QA and development teams to validate bug fixes, regression test new features, and support smooth production rollouts.

## TECHNICAL SKILL

- **Database:** MySQL, SQL
- **API Testing:** Postman
- **Cloud:** AWS
- **Operating Systems:** Linux, Windows
- **Deployment Tools:** Tera Term, FileZilla, AWS

## LANGUAGES

English, Hindi, Marathi