

Akshay Uttam Suryawanshi

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📍 Pune, Maharashtra

Career Objective

Application Support Engineer with 2.7 year of experience in production support, incident management, and SQL troubleshooting. Skilled in L1/L2 application support, monitoring, and ticket handling using ITIL-based processes. Seeking to contribute my technical expertise and problem-solving skills in a dynamic IT support environment.

Experience

- Application Support Engineer

SP Web connect Pvt. Ltd., Mumbai | Apr 2023– Nov 2025

- Provided L1/L2 production support for enterprise applications, ensuring high uptime and service availability.
- Monitored scheduled jobs, application logs, and alerts; resolved issues within SLA timelines.
- Troubleshot incidents by writing and executing SQL queries to validate and analyze data.
- Used ticketing tools (Jira, ServiceNow) for incident and service request management.
- Performed root cause analysis (RCA) for recurring issues and implemented permanent fixes.
- Coordinated with development and infrastructure teams for escalation and bug resolution.
- Followed ITIL practices for Incident, Problem, and Change Management.

Education

- Bachelor of Engineering (Computer Engineering)

P.K. Technical Campus, Chakan, Pune | CGPA: 6.74 | Year of Passing: 2025

Diploma in Computer Engineering – 76.59% | 2021

HSC (Science) – 53.08% | 2019

SSC – 67.80% | 2017

Technical Skills

- Databases & Languages: SQL, PL/SQL, Python
- Operating Systems: Windows, Linux
- Tools & Ticketing: Jira, ServiceNow, MS Office
- Web Technologies: HTML, CSS

- Core Competencies: Application Monitoring, Troubleshooting, Incident Handling, Problem-solving, ITIL Awareness

Projects

- Student Record Management System: Built using SQL and Java to manage student academic data.
- Support Request Tracking System: Web-based application to log, track, and resolve support tickets efficiently.

Strengths

- Quick learner and adaptable to new technologies
- Strong analytical and problem-solving skills
- Effective communication and teamwork

Personal Details

Date of Birth: 30 April 2001

Languages Known: English, Hindi, Marathi

Location Preference: Pune / Mumbai

Declaration

I hereby declare that the above information is true to the best of my knowledge.

☑ Place: Mumbai

☑ Date: _____

(Akshay Uttam Suryawanshi)