

SUMMARY

Results-driven **Application Support Analyst** with 4 years of experience in production support, incident management, and SQL-based troubleshooting across enterprise systems. Skilled in maintaining **99%+ service uptime**, resolving complex application and infrastructure issues, and implementing ITIL-aligned processes to improve system stability. Adept at **root cause analysis, process automation, and cross-team collaboration** to ensure seamless business operations and enhanced user satisfaction.

TECHNICAL SKILLS

Application Support & Monitoring: Application and Infrastructure Monitoring, Troubleshooting & Issue Resolution, Performance Optimization, Log Analysis, Root Cause Identification, Alert Management, Uptime & Availability Tracking

Incident & Problem Management: Incident Lifecycle Management, Problem & Change Management (ITIL Framework), Ticket Prioritization & Escalation, Root Cause Analysis (RCA), Service Restoration, Preventive Maintenance

Database & Tools: SQL (Joins, Subqueries, Stored Procedure, Aggregate Functions), MySQL, PostgreSQL, Linux, ChatGPT, Google Sheets/Docs/Gmail/Chrome

Core Strengths: Analytical Problem-Solving, Reporting Automation, Process Improvement, Collaboration & Self-Direction, Process & Knowledge Documentation, Root Cause Analysis, Insight Communication, Learning in Ambiguous Environments

PROFESSIONAL WORK EXPERIENCE

- Application Support Analyst | Cnergyis Infotech (Client: SBI)

March 2024 – Present

 - Resolve issues using **SQL** for root cause analysis and data validation in **HRMS applications**.
 - Collaborate with **development and QA teams** to deploy fixes and ensure smooth application releases.
 - Manage **incidents, problems, and changes** following **ITIL best practices**
 - Maintain **Knowledge Base** and **SOP documentation** for recurring issues and solutions
 - Escalate complex incidents, prepare **incident reports**, and support **post-incident reviews**.
 - Enhance **system stability, uptime, and operational efficiency** through proactive monitoring and collaboration.
- Application Support Engineer | Unique Enterprises (Client: Smarter Logistics)

Nov 2021 – Feb 2024

 - Performed **UAT** to ensure production applications met business requirements and functioned as intended.
 - Coordinated with **development teams** to resolve system issues and ensure smooth deployments.
 - Led **API integration** and provided **end-to-end training** for successful implementation and user adoption.
 - Maintain **Knowledge Base** and **SOP documentation** for recurring issues and solutions
 - Used **SQL** to troubleshoot application flow issues, ensuring minimal downtime and seamless service delivery.
 - Generated **data reports and insights** using SQL to support business decision-making.
- Software Support Engineer | Instinct Innovation Pvt. Ltd.

Jul 2021 – Oct 2021

 - Installed, configured, and maintained **software tools, PGSQL databases, and printers**, ensuring smooth client operations and reliable data backups.
 - Provided **technical support** via phone, email, and remote access, resolving client issues promptly and escalating complex cases when required.
- Technical Support Intern | Buzzworks Business Services Pvt. Ltd.

Dec 2020 – Jul 2021

 - Provided **24/7 L1 & L2 server support**, monitoring systems via **SSH** and **PuTTY**, and identifying and reporting software bugs to developers.
 - Assisted clients with **MariaDB management** using **phpMyAdmin** and analyzed **MIS requirements** to optimize scheduling and reporting processes.

EDUCATION

Bachelor of Science in Information Technology
University of Mumbai | 2020

ACHIEVEMENTS

Letter of Appreciation – State Bank of India (2025)
Recognized by SBI for outstanding performance and support in the New HRMS Portal.

Certificate of Excellence – State Bank of India (2025)
Awarded for dedication and consistent service quality in the HRMS Project