

Sachin Jaiswal

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Career Summary

Technical Support Engineer with over 3 years of experience in providing L1/L2 support for enterprise applications, ensuring 24/7 application availability, and collaborating with development and infrastructure teams to resolve incidents. Skilled in root cause analysis, SQL, ticketing systems. Proven ability to work under pressure and meet SLAs in a dynamic production environment.

Key Skills

Application Support (L1/L2)

- SQL & Database Management (MySQL, SQL Server)
- Incident Management & Troubleshooting
- Ticketing Tools- Zendesk
- Windows & Linux Server Environments
- Log Analysis
- Performance Monitoring Tools -Zabbix
- Cloud Basics -AWS

Professional Experience

Technical Support Engineer

JiBe Data Analytics Services Pvt. Ltd.

✉ November 2023 – Present

- Provided 24x7 application support for shipping applications.
- Created and managed tickets in Zendesk and maintained resolution records.
- Performed pre-release and post release activities
- Analyzed application logs, system errors, and performed root cause analysis.
- Coordinated with developers and QA teams to test and deploy fixes.
- Assist in application deployment processes, release cycles, and post-deployment verification.
- Monitor application health, performance, and availability
- Validate successful patching or hotfix implementations.
- Support CI/CD activities and coordinate with DevOps/Release teams.

Software Engineer

LTI Mindtree

 December 2021 – April 2023

- Delivered technical support for Health based applications.
- Created and managed tickets in Zendesk and maintained resolution records.
- Performed regular data validations in SQL.
- Resolved over 1,000+ user queries and technical incidents within defined SLA.
- Document and train users on application functionality, known issues, and best practices.

Education

Bachelor of Engineering in Computer Engineering

Mumbai University – 2021

Certifications

- Basic Cloud & AWS Concepts – Learnomate Technologies (April 2025 – July 2025)

Personal Attributes

- Strong Analytical and Communication Skills
- Team Player with Ability to Handle Pressure
- Quick Learner with Adaptability to New Technologies