

**GET IN CONTACT**

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**PERSONAL DETAILS**

Total Experience 8 Year



 Current Location Mumbai

 Date of Birth Apr 20, 1995

 Gender Male

 Marital Status Single / Unmarried

**SKILLS**

 Linux  UAT

 WebLogic

 SQL Oracle  Deployment  Testing

 ITIL

 Payments  Aix

 Production Support Autosys

**TECHNICAL SKILLS**

 Linux  Oracle

 PL/SQL, SQL,Oracle  Microsoft Office

 AIX , Middleware

**LANGUAGES KNOWN**

 English  Hindi

 Marathi

**Experienced Production Support Engineer with Proficiency in PLSQL, SQL, Shell Scripting, Linux & Unix Database, Middleware Management and DR Drill . Skilled in Incident Management, Release & Deployment, and Technical Support, experience in ITIL Processes**

**EDUCATION HISTORY**

**Graduation**

Course B.Sc .IT (Information Technology)

College Mumbai University Year of Passing 2015

**Class XII**

Board CBSE

Medium English Year of Passing 2012

**Class X**

Board CBSE

Medium English Year of Passing 2010

**Work EXPERIENCE:**

* **Currently Working with Aurionpro Solutions Pvt Ltd from Jan 2020 to till date as Production Support Engineer**
* **Worked with IndusInd bank from Aug 2016 to Dec 2019 as Application technical support.**

**Aurionpro Solutions Pvt Ltd -** Navi Mumbai, Maharashtra

**Client** – **HDFC Bank**

**Project: DIVPRO Application**

* + Working on all payment modes like NEFT, RTGS DD, IFT NACH to initiate payment on divpro to start paying dividends
  + Assistance and troubleshooting for payment related issue with bank core interfaces team
  + Enhanced the transaction monitoring system resulting in a 10% decrease in processing time
  + Analyse service ticket data, identify incident root cause, draft Root Cause Analysis (RCA) report and follow possible maintenance for system-level improvement.
  + Presenting weekly and monthly review of the issues tracker sheet, tickets, data patches and deployment done on different applications which helped in reducing the error rate by 30%
  + Working on OS AIX IBM and middleware WebLogic application to deploy critical bug fixes, Patch and new announcement
  + Providing support for application and gathering business requirements to implement enhancements that meet business needs
  + Write and executed complex sql queries to Monitored transactions, payment flow and scheduler jobs.
  + Remediate reported (VAPT) at application end under gray box, black box and infra level.
  + Testing new enhancements and bug fixes in a UAT environment before deploying them to a production environment with an implementation and rollback plan.
  + Optimized performance capability in most efficient, practical way possible.
  + Monitoring Autosys jobs, Executing Autosys jobs, like EOD, RMAN Backup, daily & weekly backup handling aborts jobs
  + Plan to upgrades OS, Database & Middleware with the support of respective IT/Infra team as per IT compliance
  + Demonstrating a strong grasp of working in support projects and relevant topics such as Problem Management, Change Management, and Incident Management. Conducting User access reviews, Incident reviews, Change reviews, and audit trial reviews.

**Aurionpro Solutions Pvt Ltd -** Navi Mumbai, Maharashtra

**Client** – **Union Bank of India Mumbai**

**Project: CMS PayPro**

* + Addressed technical issues and guided end users through resolution.
  + Support to business users to application setups such as corporate on boarding, Corporates, users’ creations, and Transaction prerequisite setup.
  + Deployment of war/ear files on IBM WAS server
  + Write and executed sql queries to observe transactions posting and accounting status.
  + Coordinate with project team & vendor team for upgradation along with impact analysis.
  + Preparation and execution of query as per the business requirement. Automation of Data required on daily basis for MIS purpose.

**IndusInd Bank Pvt Ltd** – Andheri Mumbai, Maharashtra

**Projects Involved: - IDAM Application:**

* + Analyzed RSA Aveksa IAM issues for deployed/Released application and taken up with vendor/project team for closure.
  + Monitored daily RSA Aveksa IAM tool and provide operational support to users.
  + Troubleshoot/reported issues to application support teams related to user access management for technical and non- technical issues.
  + Review and act upon daily and weekly employee termination notifications from HR system, ensuring that access accounts are identified and disabled in an expedient manner.
  + The vendor-defined RSA Aveksa process, database, and workflow. Restarting the application using a Linux command after checking the log file to see if any requests are stuck in the approval or fulfillment phase.