ANIL JAISWAR

Detail-oriented B.Sc. IT graduate with a strong foundation in troubleshooting, system administration, and customer support. Proficient in SQL, Windows/Linux environments, and ticketing systems like ServiceNow. Demonstrated ability to resolve technical issues efficiently through academic projects and internships. Passionate about ensuring seamless application performance and enhancing user experience in fast-paced IT environments. Seeking an application support role to leverage technical expertise and problem-solving skills to drive operational excellence.

jaiswaranil8387@gmail.com

8369500518

28/06/2000

Qualifications

BSC [INFORMATION TECHNOLOGY]
SHREE BHAUSAHEB VARTAK ARTS, COMMERCE & SCIENCE COLLEGE |
MUMBAI

11/2- 05/2021

8.37 CGPI

MAHARASHTRA BOARD [HSC]
SAYALI JUNIOR COLLEGE OF COMMERCE | MUMBAI

02/2018

65.54%

MAHARASHTRA BOARD [SSC]
MOTHER TERESA ENGLISH SECONDARY SCHOOL |
MUMBAI

03/2016

69.40%

Coursework

Project Name "ITSM Ticket Management System "

Programming language : HTML,Java,JavaScript,Python,SQL

Tecnology : Flask, Werkzeug, Jinja2, Bootstrap ,Chart.js

Database : SQLite

-Developed a web-based IT service management application to streamline incident tracking and resolution, simulating real-world application support workflows.

- Implemented user authentication and role-based access control (admin and readonly roles) using Flask and SQLite, ensuring secure access to ticket data.

- Designed features for creating, updating, and searching tickets by title, with priority and status tracking to support efficient issue resolution.

- Built an admin dashboard to manage users and monitor ticket metrics (e.g., priority and status distribution), enhancing support team productivity.

- Utilized HTML and JavaScript for a responsive front-end interface, improving user experience for support staff managing tickets.

▶ **https://github.com/jaiswaranil8387/itsm-ticket-management**

Core Skills

PROGRAMMING LANGUAGE: HTML, CSS, JAVASCRIPT, JAVA, PYTHON, BASH SCRIPTING

OPERATING SYSTEM: LINUX, WINDOWS

MIDDLEWARE: APACHE TOMCAT, KUBERNETES, DOCKER

TOOLS: MICROSOFT TOOLS, SQL DEVELOPER, POSTMAN, ELK/KIBANA ,APPDYNAMIC, GRAFANA, SPLUNK, GIT, GITHUB ,BASIC KNOWLEDGE OF CLOUD(AWS)

Soft Skills

Problem-Solving, Effective Communication, Team Collaboration, Time Management, Customer-Centric Approach

Languages

English

Hindi

Marathi

Hobbies

▶ Music

▶ Cricket

▶ Reading