

Abhishek Gunjal

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Profile Summary

- Overall, 2 years of experience as a Software Engineer in **Banking and Finance domain**.
- Have in-depth knowledge of **ITIL processing standards, incident management, change management and problem management**.
- Handling the project from scratch which includes knowledge gathering, documentation, infrastructure set-up, monitoring to be implemented.
- Been part of the program team which involves driving the project end to end by engaging various teams needed to drive the project to completion.
- Involved in identifying recurring issues till closure.
- Excelled in finding, documenting and reporting bugs, errors, interoperability flaws and other issues within proprietary software applications.
- Interaction with Business Analyst team for understanding business logic and client requirement.
- Using problem-solving and technology skills to design and improve existing business processes through the use of and web technology.
- Provide Application Support and Maintenance.

Awards and Recognition:

Client Appreciation in quarter 3 - 2019

Technical Skills:

Tools: Service Now, Gomez Dynatrace monitoring, Control M, Splunk, Dashboard

Technical Skills: C, C++, .Net, ASP.Net , Sql, Unix, Informatica Powercenter

Strengths:

- Ability to handle multiple projects concurrently and able to meet tight deadlines.
- Enthusiastic at learning and innovating.
- Adapt at working in a team.

Professional Work Experience

□ Atos Syntel Pvt Ltd, Pune (March 2019- Till Date)

Project	American Express (AMEX)
Client	American Express (AMEX)
Project Description	AMEX is an American multinational financial services corporation. It is the best known for charge card, credit card and travellers cheque businesses.
Tools Used	Informatica Powercentre, Control-M
Team Size	07
Responsibilities	<ul style="list-style-type: none">• Lead the project from offshore.• Handling critical certificate changes across interfacing applications.• Involved in traffic validation across interfacing applications and Bureau to ensure no outage.• Conducted training programs to mentor team members.• Involved in vendor-to-vendor transition of project from first day.• Analyzing request response XMLs and tracking failed transactions, making and suggesting relevant changes across XMLs to receive success transactions.• Analyzing XML logs across repetitive incidents for component failures and fixing alerts across its failure.• Monitoring Production Servers, Scheduled Jobs, and Applications.• Analyzing the issue, fixing it, doing root cause analysis.• Acknowledge incident, change request, problems and working on them.• Monitoring Application on Dyntrace/Splunk and analyzing any forthcoming issues, logging incident and resolving them.• Coordinating with different team viz; Server support, Database, Network Teams for various planned activities.• Coordinating with Client and onsite team for day-to-day reporting.

Academic Details:

- B.E in Information Technology in the year 2018 with 61.80% from SSBT College of Engineering & Technology, Jalgaon
- Diploma in Computer Engineering in the year 2014 with 63.40% from G M C Polytechnic, Shahada
- Senior Secondary Certification in the year 2011 with 72.73%

Personal Details:

- Date of Birth: 06 Aug,1996
- Nationality: Indian
- Marital Status: Single
- Hobbies: Cricket, Cooking

Declaration:

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

(Abhishek Gunjal)