**Abhijit Arote**

[**arotean2008@gmail.com**](mailto:arotean2008@gmail.com)

**+91 9689376088**

**+91 9359250870**

*Offering over 3.5+ years of experience in Software & Technical Support Engineering*

**CAREER OJECTIVES**

* Looking for the challenging role in reputed organization to utilize my technical, database and management skills for the growth of organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

**TECHNICAL SKILLS**

* RDBMS: Microsoft SQL Server (2005, 2008,2012, 2014, 2016)
* Web server : IIS server
* SQL Development: Ability to write and troubleshoot small SQL Code.
* Operating Systems: Windows Server (2008, 2012&2016), Windows (7,8 & 10)
* Moderate knowledge of Manual Testing.
* Knowledge of Virtualization, Basics of linux.

**PROFESSIONAL EXPERIENCE**

Total Experience: 3.5 + Years

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| **Company** | **Designation** | **Duration** |
| Softtech Engineers Ltd | Associate Implementer | Jan 2020 – Till date |
| Everest IT Services Pvt. Ltd. Mumbai | Software Support Engineer | June 2018 – Jan 2020 |
| Probity Technologies | Technical support Engineer | Aug 2017-Nov 2017 |
| Team Computers Pvt. Ltd. Mumbai | Technical Support Engineer | Nov 2016 – Aug 2017 and  Nov 2017- May 2018 |

**CURRENT ROLES AND RESPONSIBILITIES**

**Associate Implementer (Softtech Engineers Ltd.)**

* Providing the support to the application like BPAMS (Building Permission approval management system)
* Interacting with clients for requirement gathering, system analysis, documenting, tracking, communicating bugs, performance analysis and resolving problems, provide training.
* Resolving the issues related with application which is logged in to the helpdesk ticketing system.
* Deploying the patches in to the application server for new releases .
* Testing the application for the new releases and adding the bugs in to defect log sheet if occurred.
* Documenting the troubleshooting steps for common issues and other day to day activities for easy reference.

**ROLES AND RESPONSIBILITIES**

**Software Support Engineer (Everest IT services Pvt. Ltd. Mumbai)**

* Interacting with clients for requirement gathering, system analysis, documenting, tracking, communicating bugs, performance analysis and resolving problems, provide training.
* Implementation of company product to the client like ARM/QMS (Advanced Reception Management/Queue Management System).
* Set the process flow as per client requirement.
* Responsible for installation, configuration & troubleshooting.
* On boarding new servers, upgrade/migrate existing servers.
* Documenting all the configuration settings for new/existing servers, troubleshooting steps for common issues and other day to day activities for easy reference.
* Responsible for Database support, troubleshooting, planning and migration.
* Detect and troubleshoot SQL Server related CPU, memory, I/O, disk space and other resource contention using SQL Profiler.

**ROLES AND RESPONSIBILITIES**

**Technical Support Engineer (Team Computers Pvt. Ltd.)**

* Providing Support for hardware issues of desktop, printers, laptops.
* Online support to real time issues through remote access
* Regular maintenance and inspection of desktop system, servers and network hardware
* Monitoring software installations, updates of existing software set up for all LIC systems in Pune and Ahmednagar region
* Configure DNS, DHCP.

**PROJECT DETAILS**

**Title: BPAMS (Building Permission Management System)**

**Project Description:**

BPAMS is the atomization of the approval process followed for approval of architectural plans. It is an application customised for efficient management and approval of the drawings. It helps in attaining standardisation and hence transparency in total process of building permission. The complete building approval management system will be a web based system where Architects submit the plans and proposal basic data on internet. Counter assistant receives proposal, do the initial scrutiny of the documents, provides building application number and send further for the technical scrutiny. After drawing scrutiny, proposal is either approved or rejected.

**Title: ARM / QMS: (Advanced Reception Management / Queue Management System)**

**Project Description:**

ARM is the platform for the Organisations where they have the customers and to serve them tickets like token system. This consists of the two parts where organisation has the Branch side portal and HO portal and the Other Admin Part which can manage all the activities. The Admin part has features like to generate Report depends on different criteria like VFS custom reports, Token Analysis reports, token details reports through which they can check every branch side productivity on daily basis or as per they like.

**ACADEMIC DETAILS**

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| **Degree** | **Year** | **Institute/University/Board** | **%/CGPA** |
| M.C.A. | 2012 | Institute of business management & research, Chinchwad, Pune | 64.72 |
| B.C.A | 2009 | Agasti College ,Akole | 66.69 |
| H.S.C. | 2006 | Vikhe Patil School,Pravaranagar,Loni | 57.63 |
| S.S.C. | 2004 | Vikhe Patil School,Pravaranagar,Loni | 75.46 |

**PERSONAL PROFILE**

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| **Correspondence Address** | Neeti Swarangan, Flat No.105, Susgaon Tal.Mulshi, Dist . Pune |
| **Phone Number** | +91 9689376088, 9359250870 |
| **Date of Birth** | 23rd July 1988 |

**DECLARATION**

I am confident of my ability to work in a team. I hereby declare that the information provided above is true to the best of my knowledge

**Date**:

**Place**: Pune **(Abhijit N. Arote)**