Narendra Krantikumar Danane

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LOCATION Pune, India

Dynamic and results-oriented professional with a focus on Application and Production Support, seeking to leverage extensive technical expertise and problem-solving skills to drive operational excellence and enhance customer satisfaction.

PROFILE SUMMARY

- **Over 5+ years of Experience in Application & Production Support**: Gained extensive experience primarily in the Energy & Utilities and Telecommunications & Media industry, delivering high-quality technical solutions with a strong focus on application functionality and user experience.
- **Current Role as IT System Admin at Liberty Global**: User lifecycle management, access provisioning/de-provisioning, policy enforcement, and privileged access control in hybrid (on-prem & cloud) environments.
- **Incident & Change Management Expertise**: Proficient in incident management, change management, and production support, leveraging monitoring tools and database management systems to drive efficiency and resolution.
- **Leadership & Team Collaboration**: Successfully oversee a team of seven professionals, promoting a collaborative and knowledge-sharing environment that fosters continuous development and drives high performance.
- **ITIL Framework Implementation**: Utilize a deep understanding of ITIL frameworks and industry best practices to optimize processes and align service delivery with organizational goals.
- **Root Cause Analysis & Problem Solving**: Recognized for exceptional problem-solving abilities, consistently identifying root causes of complex issues and implementing effective ITIL-aligned solutions.
- **Continuous Professional Development**: Committed to staying updated with emerging technologies and industry trends, ensuring the delivery of innovative solutions that meet evolving business needs. Support CI/CD pipelines, deployments, rollbacks, and post-deployment verifications

CORE COMPETENCIES

- Incident & Problem Management
- Identity and Access Management (IAM)
- Root Cause Analysis & Troubleshooting
- Application/Production Support
- Collaboration & Cross-Functional Support
- Performance Optimization & Monitoring

IT SKILLS

IT Service Management	ITIL, ITSM, ITOM, SRE
Databases	SQL, Oracle RDBMS, MySQL, NoSQL, TSQL
Monitoring & Visualization	Dynatrace.
ITSM Tools	ServiceNow, Jira, BMC Remedy
Connectivity & File Transfer	Putty, WinSCP, CyberArk
Database Management Tools	SSMS Tool
DevOps	Jenkin, Git-GitHub, Terraform, Kubernetes, Dockers Grafana
Others	PALM, UIM, AD, TWS

EDUCATION

- ❖ **B.Tech./B.E. in Computer Engineering**
  Vedica Institute Technology | 2022

SOFT SKILLS

- ❖ Leadership
- ❖ Analytical
- ❖ Communicator
- ❖ Collaborator
- ❖ Problem-solving

KEY ACHIEVEMENTS

- Strengthened IAM Governance: Streamlined user lifecycle management across hybrid environments by automating provisioning/de-provisioning through AWS IAM and Active Directory, reducing manual access tasks by 35%.
- Recognized for exceptional service quality, receiving positive feedback from clients and stakeholders for responsiveness and technical expertise.
- Automation Efficiency: Developed and deployed automation scripts (Bash, PowerShell, Python) for IAM operations, access reviews, and server tasks — improving operational efficiency and reducing errors.
- Played a key role in optimizing incident management workflows, resulting in a 25% decrease in unresolved tickets within one quarter and improving overall service delivery.

WORK EXPERIENCE

Technology Support Specialist | Infosys| Mar 2023 – Present
IT System Administrator

- Leading and managing a team of **7** members, coordinating tasks, providing guidance, and ensuring the timely and efficient resolution of technical issues to meet service level agreements (SLAs).
- Identity and Access Management (IAM): Access provisioning/de-provisioning, identity governance, RBAC, policy enforcement, and audit compliance in hybrid (on-prem & AWS) environments.
- Server and Access Management: Set up and managed server access and folder permissions within Active Directory, ensuring secure and efficient user management.
- Security Design & Guidance: Analyzed business requirements to design secure cloud solutions following best practices.

- Collaborating with cross-functional teams, including IT leaders and product managers, to communicate the status of major incidents and facilitate timely resolutions.
- Executing SQL queries, including joins and subqueries, to extract and analyze data from databases, supporting data-driven decision-making processes.
- Implementing system patches (production/UAT/DR OS patch) and updates to enhance application security and performance, ensuring compliance with industry standards and best practices.
- Conducting regular health checks through Dynatrace on entire application to ensure optimal performance and availability, proactively addressing any identified issues.
- Managing incident and change requests through ServiceNow, BMC Remedy ensuring adherence to established processes and minimizing disruption to business operations.
- Actively participated in Disaster Recovery (DR) drills to ensure system resilience and business continuity.
- Addressed and closed identified vulnerability points, contributing to enhanced system security and compliance.
- Identified gaps in processes and recommended enhancements to improve efficiency and security posture.
- Created and maintained detailed Root Cause Analysis (RCA) documentation for incidents to support continuous improvement and knowledge sharing.

KEY PROJECTS

Liberty Global
Liberty Global enables personalized online experiences for customers across broadband, mobile, and entertainment services. The solution uses automation and analytics to simplify subscriptions, support, and content delivery.

DTE Energy
DTE Energy delivers personalized digital experiences for customers, streamlining processes like billing, service requests, and outage management. The solution leverages data insights to enhance self-service and improve energy usage recommendations.
Tools Used: ServiceNow, BMC Remedy, TWS, WinSCP, SSMS, PALM, UIM.

IT Application Engineer | Inventive IT | Mar 2019 - Feb 2023
Tools Used: mRemoteNG, SSMS, ServiceNow, Control-M, PuTTY

- Delivered efficient Level 1 support for Unix, Linux, and SQL technologies, ensuring minimal downtime and optimal system performance.
- Managed SQL Server tasks involving complex queries and optimization techniques.
- Utilized Linux commands and tools for system management and automation.
- Monitored system health, ensuring optimal performance of applications and components.
- Coordinated with cross-functional teams to address and resolve critical issues.
- Responded promptly and professionally to incoming communications from end users, clients, and cross-functional teams, ensuring clear and effective issue resolution.
- Resolved application-related issues, adhering to ITIL guidelines for incident management.
- Created and managed incident reports, facilitating the timely resolution of business-critical needs and ensuring seamless operational continuity.

PERSONAL DETAILS

Languages Known: English
Date of Birth: 22nd February, 1995
Declaration: I hereby declare that the above-mentioned information is true to the best of my knowledge and belief.