Resume

Name:-Sushant M. Bhosale
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SUMMARY:-

I worked as Support Engineer for 2 years & 9 months while working in that environment I gained knowledge in various technologies such as Windows, Linux, SQL Server, Oracle and Various software and application. Working in various Technologies helped me gaining rich experience and knowledge of different technology and domains, building and interpersonal skills. I significantly contributed in successful completion of each and every task & project given to me.

EXPERIENCE:-

Organization	HLL Lifecare Limited
Role	IT Support Engineer
Duration	06/2017 to 03/2018
Team Members	3

Roles and Responsibilities:

1. Installing & configuring different applications on client and server machine.
2. Installing and configuring MSSQL Server on Client Side.
3. Backup & restore the database, scheduling database backup.
4. Importing & exporting data in MSSQL.
5. Trouble shooting all application and database related issues.
6. Installing packets & patches in application
7. Resolving Report Related issues.
8. Perform UAT on application as per the requirements.
9. Unlocking users and reset Passwords for users in application.
10. Troubleshoot software and hardware related problems around deployed applications.
11. Monitoring real time dashboard & coordinating with development team.
12. Providing functional support to end users by accessing their computers in remote
13. Prioritize the issues based on the impact.
14. Providing software & Inventory related training to end users as & when required.
15. Prepare training documentation for application.
16. Coordinate with various Internal to ensure that they possess all proper guidelines before performing the task.

17. Provide Updates to Delivery Manager on the Ongoing Project Activities.

Organization	Bright Career Infotech
Role	Tech Support Engineer
Duration	06/2015 to 06/2017
Team Members	7

Roles and Responsibilities:

1. Installing different applications on client and server machine.

2. Installing and configuring SQL Server on Client Side.

3. Installing and configuring .net framework, MS report Viewer on Client Side.

4. Providing support to end users by accessing their computers in remote.

5. Troubleshooting all application and database related issues

6. Installation, configuration & troubleshooting network devices like printer& scanner.

7. Mapping users into application.

8. Assigning the permission to users on its levels.

9. Providing daily/weekly/monthly reports to client and business

10. Providing training to end users new joiners.

11. Creating, removing users in DMS, assigning different permission to the users

12. Creating RFC.

TECHNICAL SKILLS:-

    Database   **:** MSSQL Server 2012,Oracle 10g

    Applications **:** SQL profiler, CR 11,DMS, LIS_Main, Inventory, Teamviewer, AnyDesk

    Operating System **:** Windows 2007/2008/2010,Linux

EDUCATIONAL DETAILS:-

    Master in Computer Application [MCA]-

    JSPM's Jaywant Technical Campus, Pune
    Savitribai Phule Pune University, Pune

    Bachelor of Science (Computer Science) [B.Sc(CS)]-

    College of Computer Science and Information Technology, Latur
    SRTM University, Nanded.

PERSONAL PROFILE:-

Permanent Add. : P.No:161, Anna Colony,Krishna Nagar,Saiful,
Vijapur Rd.,Solapur.
Maharashtra-413003.

Local Add. : Flat No-103 Shivam Homes, Adaigaon,New Panvel
New Mumbai.

DOB : 30/01/1993

Language known : English, Hindi, Marathi

Marital Status : Unmarried

Declaration:

I hereby declare that above stated information is true to the best of my knowledge and belief.

Place: Mumbai

Date: **Sushant Madhav Bhosale**