Omkar More

📞 7021011068

📍 omkarmore0702@gmail.com

✉️ Mumbai, Maharashtra

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EDUCATION

University Of Mumbai
Bachelor of Science Information Technology
Jun 2022
7.80/10 CGPA

Board Of Maharashtra
SSC
Jun 2017
Percentage: 67.60

Board Of Maharashtra
HSC
May 2019
Percentage: 63.69

SKILLS

- HTML
- CSS
- JavaScript
- ReactJs
- SQL server
- Material UI
- Bootstrap

EXPERIENCE

Customer Success (Trainee)- Application Support

63Moons Technology LTD   **July 25, 2022 - April 20, 2023**

- Taking ownership of applications support for the Backoffice applications of Match suite.
- Providing Technical and Functional Support to brokers and institutional clients using Applications for Back-office.
- Raising L3 issues to development team, follow-up till closure.
- Log Analysis for technical issues, SQL server IIS exceptions.
- Writing SQL queries to fetch data required for analysis and identify the issues or resolve client queries.
- Co-ordinating with the Members IT team, support team and attending open points meetings whenever needed.
- Deployment of release over UAT and Production server after getting UAT signoff from Operation team.
- Understanding and prioritizing issues, queries, changes and Enhancement.
- Creating and Tracking Issues tickets in Zendesk and follow-up to ensure timely resolution.

CERTIFICATION

Tally ERP 9
Saraswati Computers Academy
Oct -2019
Grade - A

ADV. Office Automation
Saraswati Computers Academy
2016 - 2018
Grade - A

LANGUAGES

- English
- Hindi
- Marathi

HOBBIES

- Football
- Cricket
- Learning about new Technologies.

DECLARATION

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