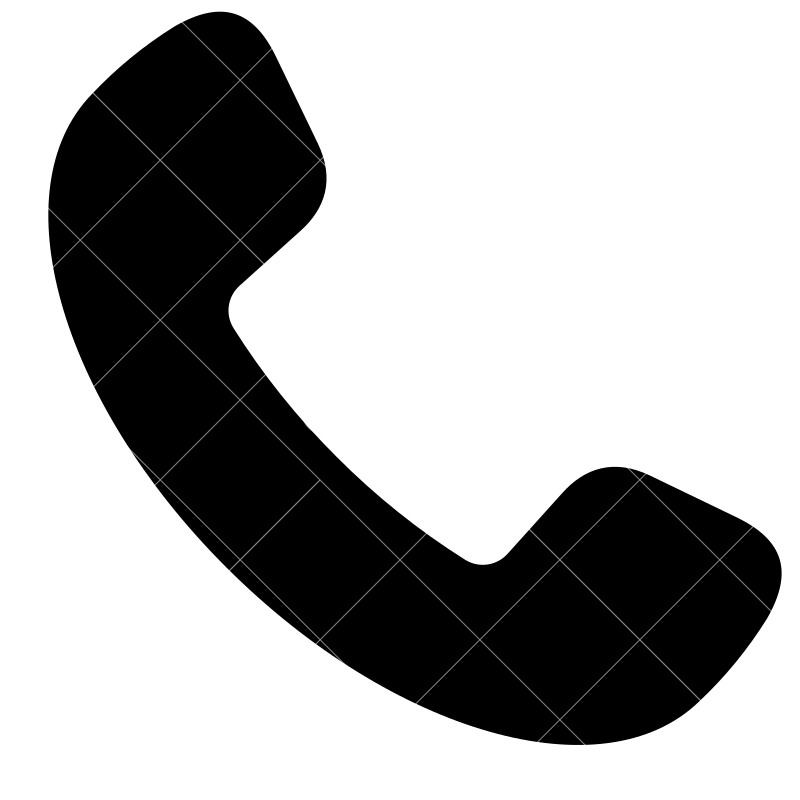
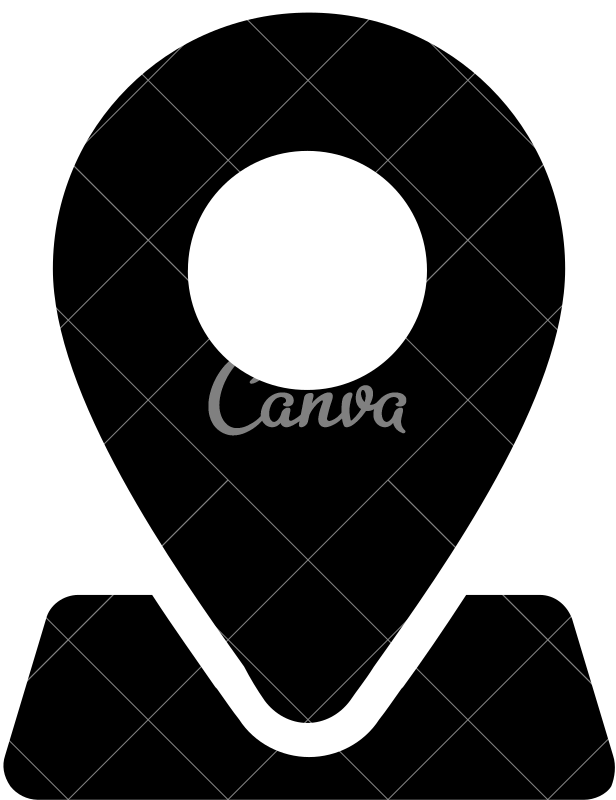
Omkar More

 7021011068

 [omkarmore0702@gmail.com](mailto: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

HSC

#### May 2019

Percentage: 63.69

### Board Of Maharashtra

SSC

#### Jun 2017

Percentage: 67.60

# SKILLS

HTMLCSS

JavaScript

ReactJs SQL server

Material UI

Bootstrap

# EXPERIENCE

#### Customer Success (Trainee)- Application Support

**63Moons Technology LTD**

**July 25, 2022 - April 20, 2023**

# CERTIFICATION

## Tally ERP 9

Saraswati Computers Academy

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.

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.