SUNIL KARAJOL   Email- Sunil.Karajol@gmail.com
                                                    Mob: +91 9886286530

Professional Synopsis:

o   Overall Global IT experience of **10** years in Service Operations, Applications/Production Support, Maintenance and Monitoring.

o   Strong working knowledge in **UNIX, SQL** and Basic Shell Scripting.

o   Understanding Client requirements and ability to independently handle **L2 issues**.

o   **Handling a Support team of 4 members with effective team management.**

o   Extensive knowledge in Interface/Legacy ERP Applications, Telematics domain.

o   Well versed with productive tools i.e. **SQL developer, Putty.**

o   Worked on Ticketing Tools: **Remedy, Service Now, JIRA and Argus.**

o   Worked on **Nagios 2.9 Monitoring Tool, Grafana** for configuring Services and Hosts and Monitoring.

o   Provided production support in an on-call rotation in a 24x7 environment

o   Basics of **AWS Concepts.**

o   Excellent communication and interpersonal skills.

Career Objective:

Provide solutions, ideas and my complementary vision to meet all challenges of the business and seize all opportunities to evolve, taking on additional responsibilities in the coming years.

Educational Qualification:

•   Have completed **Masters of Computer Application** from M.S.Ramaiah Inst of Technology, Bangalore in 2007 with 81.23%

Professional Experience:

•   Currently working in **Volvo Group India Pvt Ltd** from (July 31st 2017 – Till Date)
•   Worked as a Project Lead in **Mindtree Ltd** (May 2011 – July 28th 2017)
•   Worked as an Associate System Analyst in **America Online India Pvt Ltd** (Nov 2008 – Apr 2011)

Technical Skills:

• **Operating Systems**	: RedHat Linux, Unix, Windows 7
• **Tools**	: Putty, SQL Developer, WinSCP, POSTMAN, Nagios Monitoring Tool
• **Database**	: Oracle 9i, 10g
• **Languages**	: SQL, Basic Shell Scripting

Project Details:

Project #01:

- **Project**   : Telematics Support
- **Duration**   : Feb 2016 to till date.
- **Role**   : Support Lead

Description:

To support the Telematics Solution provided for different deliveries and the Regions. This is supported across the global and divided into different markets.

Responsibilities:

o   Working as a Team Lead in managing the team and to provide the telematics support for the deliveries handled across different markets.

o   Responsible for completing the Customer Issues/Requests Resolution within SLA.

o   Involved in operations of Daily, Weekly and Monthly production issues and reporting to Business owner.

o   Raising bug for the development team as/when noticed.

o   Create/Modify UNIX shell scripts to make support work easier.

o   Prioritising daily issues and primary responsible for the issues handled.

o   Writing SQL queries as per the requirement.

o   Creating and reviewing Knowledge Base articles for new issues/information.

Project #02:

- **Project**   : GAD/Secure Transfer and Retrieval
- **Client**   : America Online
- **Duration**   : May 2012 to Dec-2014.
- **Role**   : Support Lead

Description:

GoAnywhere Director (GAD) is a managed file transfer solution that will automate and secure the exchange of data with your trading partners, customers and internal systems.
The STAR (Secure Transmission and Retrieval) application provides secure, guaranteed data delivery for mission-critical application exchange whether across the extranet or intranet.

Responsibilities:

o   Complete ownership of the Application and Worked as a primary point of contact.

o   Interaction with the Internal and External Customers for configuring the requested clients on STAR/Goanywhere Applications.

- o Involved in operations of Daily, Weekly and Monthly production issues and reporting to Business owner.
- o Taking care of the production deployments.
- o Raising bug for the development team as/when noticed.
- o Create/Modify UNIX shell scripts to make support work easier.
- o Identifying the areas of improvement and working on process of improvement.
- o Creating and reviewing Knowledge Base articles for new issues/information.

Project # 03:

- **Project** : Legacy ERP-Interface Applications Support
- **Duration** : Feb 2009 to Apr-2012.
- **Role** : Production Support and Maintenance Engineer

Description:

Primarily responsible for running and providing a 24 x 7 operational support to approximately 25 OLTP Applications and interfaces related to Finance, Accounting ,Paid Services and Billing which includes both the internal and external clients.

Responsibilities:

- o Providing L1/ L2 support depending upon the priority of issue to meet client SLA.
- o Responsible for solving user queries from various Medias like communicator, mail and telephone.
- o Working closely with UNIX and DBA team.
- o Worked on Installation and Configuration of Apache/Tomcat Webserver.
- o Managing system incidents providing timely escalation/recovery actions and management communication including scenario like problem management, change management and Incident management.

Awards and recognitions:

- Won "Spot Award" for Q1 Quarter in 2010.
- Received "Certificate of Appreciation" for outstanding contributions to the launch of paid services.
- Won "Team Spot Award" for Q2 Quarter in 2012.

VISA and Onsite experience:

- Holding US Business VISA which is valid till 02nd Aug, 2026.
- Travelled to US to provide training to the team.

Certifications:

- ITIL V3 Foundation Certified in 2011.
- Completed Manual Testing Course from QSpider Institute, Bangalore.

Date: Signature of the Candidate

Place: Bangalore