**Pradip Kangale**  
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**🎯 Professional Summary**

Highly motivated and detail-oriented **Application Support Engineer** with 2.8 years of experience in supporting enterprise applications, troubleshooting software and infrastructure issues, and ensuring seamless IT operations. Proficient in root cause analysis, SQL querying, incident management, and collaborating with development and QA teams to resolve application issues. Passionate about delivering high-quality technical support and enhancing system reliability and performance.

**🛠️ Technical Skills**

* **Languages**: SQL, Shell Scripting, Python (basic), Java (basic)
* **Databases**: MySQL, Oracle, SQL Server
* **Operating Systems**: Linux (RedHat/CentOS), Windows Server
* **Tools & Platforms**: Jira
* **Version Control**: Git, Bitbucket
* **CI/CD & Automation**: Jenkins, Ansible (basic)
* **Cloud**: AWS (EC2, CloudWatch), Azure (basic)

**💼 Professional Experience**

**Application Support Engineer**  
*Nucsoft Ltd, Sakinka, Andheri(E)*  
*August 2024 – Present*

* Provided L1/L2 support for customer-facing web and enterprise applications with 99.9% uptime SLA.
* Monitored application performance and conducted real-time incident resolution using tools like Splunk and AppDynamics.
* Investigated and resolved complex technical issues related to application servers, databases, and middleware.
* Worked closely with DevOps and development teams to deploy patches and bug fixes in production.
* Automated routine tasks and log analysis scripts, improving incident response time by 20%.

**Software Test Engineer**  
*Galentic Technologies pvt ltd, LBS Road, Mulund(w).*   
*Dec 2022 – Aug 2024*

* Requirements Analysis & Understand business and technical requirements
* Prepare detailed test plans outlining scope, objectives, and test strategy.
* Design and document test cases, test scripts, and test data..
* Ensure full test coverage for functional and non-functional requirements..
* Perform manual and/or automated testing on different environments (web, mobile, desktop, APIs)..
* Execute various types of testing: Functional, Regression, Integration, Smoke/Sanity, UAT

**🎓 Education**

**Bachelor of Engineer in Computer Science**  
*University of Mumbai, Mumbai*  
*Graduated: Datta Meghe college of Engineering, Airoli.*

**📜 Certifications**

* AWS Certified Cloud Practitioner – Amazon Web Services
* Microsoft Certified: Azure Fundamentals

### 🗣️ ****Key Competencies****

* Incident & Problem Management
* Performance Monitoring & Log Analysis
* Root Cause Analysis (RCA)
* Stakeholder Communication
* Service Delivery & SLA Compliance
* Production Deployment Support

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