

PRAJWAL SUTAR



+91



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Navi Mumbai

SUMMARY

An enthusiastic individual seeking a challenging opportunity in an organization that will help me to expand my knowledge and skills.

SKILLS

MySQL, Linux OS Administration. HTML & CSS, ServiceNow Ticketing, Cloud Computing, MS Excel, ITRS Geneos Monitoring Tool, Dynatrace Monitoring Tool, Incident Management,

EDUCATION

Bachelor of Computer Engineering (B.E), Mumbai University. | 2016 - 2020.,

Datta Meghe College of Engineering, Airoli. - 6.51 CGPA

WORK EXPERIENCE

Client - ICICI Bank | Payroll - Wipro, Designation - Cloud Application Support | Database Admin | June 2023 – Till date.

- Responsible for providing support to ICICI Bank applications hosted on Azure.
- Responsible for Incident handling, Monitoring and Compliance of the application servers.
- Performing daily health checks - checking all application pods, nodes, message queue are running and all the endpoints are in place.
- First point of contact for the application owner in case of production issue.
- Also responsible for initiating troubleshooting calls, assembling all the intended stakeholders, making incident entry in incident tracker, following up with the concerned team to get RCA of the issue once issue is resolved.
- Thoroughly monitoring transactions on Kibana and VuSmart tool and sharing hourly transaction report.
- Attending daily standup calls and updating the senior management and other relevant teams regarding daily activities and issues..

NSEIT - National Stock Exchange IT, Designation - Jr. Engineer | Oct 2022 – Mar 2023.

- Responsible for monitoring and providing support to 3 applications of NCL-National Clearing Ltd: Risk Application, C2N-Connect2NSE Application, C&S-Clearing & Settlement Application.
- Monitoring Log files, Processes, Databases, Hardware, Networks, and Queues for NCL application servers in ITRS Geneos Tool and ServiceNow ITOM Tool for CM, CD, SLB, F&O, Triparty, and SLB segments.
- Escalating Critical and Warning Alerts generated in the ITRS Geneos tool to the concerned Application and Production support teams as per Escalation Matrix via MS Teams and ServiceNow Ticketing Tool and ensuring that acknowledgment is received in specified turnaround time.

Reliance Jio, Designation - GET Network: Assistant Manager | Sep 2021 – Sep 2022.

- Responsible for maintaining uptime of Backhaul Network Equipment UBR.
- Coordinating and Acknowledging support requests from various Circles of Jio.
- Performing Quality Analysis of the UBR Links.
- Supporting PAN India Circles of Jio for NBSO deletion, and ATP skip requests.
- Leveraging Excel formulas to filter data related to the UBR.
- Preparing consolidated reports related to UBR data.

eClinicalWorks, Designation - Software Specialist | Mar 2021 – Jul 2021

- Responsible for providing EMR support for end-users in the Billing module within the eClinicalWorks application in HIPPA compliant environment.
- Leveraging SQL to solve problems related to claims. Provided one-on-one assistance to US-based physicians, mid-level providers, nurses, and support staff.
- Edit and update tickets in the E-Manager ticket management system.