ANIKET GHOSH

APPLICATION ANALYST

CONTACT

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📍 Kaikhali,Kolkata-700052

EDUCATION

UNIVERSITY OF CALCUTTA
2012-2015
Bachelor of Science

WBCHSE
2009-2012
Kamalapur Kamala Vidyamandir

SKILLS

- AXWAY B2BI
- Oracle SQL
- Api GW
- HEAT
- Secure Transport
- Sentinel
- Hlop.Hlsc

LANGUAGES

- English (Fluent)
- Hindi (Fluent)
- Bengali(Basics)

PROFILE

Application Support Engineer with over 9 years of experience in providing L1/L2/L3 support for enterprise applications, troubleshooting incidents, and ensuring high system availability. Skilled in SQL, Unix, and SAP environment monitoring. Adept at collaborating with cross-functional teams and delivering timely solutions in fast-paced corporate settings.

WORK EXPERIENCE

Tata consaltancy services
Application support Analyst

2022-current

- *performed L3 support in data validation, analysis, and troubleshooting with Oracle SQL queries.*
- *Worked with API Gateway (API GW) to monitor, test, and troubleshoot API calls and integrations.*
- *Monitored and maintained SAP PI/PO interfaces, identifying and resolving message failures in real-time.*
- *Collaborated with cross-functional teams to resolve incidents, perform root cause analysis, and implement process improvements*
- *Provided L1/L2 production support for retail integration systems, ensuring smooth operation monitoring of business-critical applications.*
- *Utilized B2Bi for file transfer monitoring and troubleshooting of inbound/outbound transactions.*

2019-2022

- *Used PuTTY and Unix commands to access servers, analyze logs, and perform issue resolution.*
- *Managed secure file transfers using WinSCP, ensuring data accuracy and security.*
- *.*

L1 service Desk

2016-2019

- Project-managed Incindent healthcare operations including copay, coinsurance, and deductible amount processing, ensuring compliance with payer rules and client requirements.
- Served as a Quality Checker, reviewing claims, correspondence, and payment postings to ensure accuracy, reduce errors, and maintain compliance with quality standards.
- Enhanced correspondence and payment reconciliation processes, improving turnaround time and payment accuracy.

HONORS AND REWARDS

- **Star Performer**
- **Certificate of Appreciation:**
- **Working in overtime for SLA .Clearing all backlog.Delivered results according to client's requirement**