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RESUME

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Aishwarya Nandkumar Ganjal
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OBJECTIVE:

To pursue a challenging career and be part of a progressive organization that gives scope to enhance my knowledge, skills and to reaches the pinnacle in the computing and research field with sheer determination, dedication and hard work.

PROFILE SUMMARY:

➢ Currently associated with Softra System Pvt. Ltd. Pune.

➢ A result oriented professional with 3.8 years of total experience in IT with Production Support.

➢ Good Experience in L1, L2support.

➢ Core skills are Oracle,Linux.

➢ Possess extensive knowledge of Ticket Monitoring Tool Clarify CRM and Web Logic Application Server.

➢ An effective communicator with excellent relationship management skills and strong analytical problem solving & organizational abilities.

➢ Excellent communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner.

TECHNICAL SKILLS:

- Operating Systems   : Windows, Linux.
- Databases   : SQL SERVER, ORACLE
- Language   : SQL, Linux.
- Ticket Monitoring Tool   : Clarify CRM
- Application Sever   : WebLogic

PROFESSIONAL EXPERIENCE: 3.1 years

- Organization –Softra System Pvt. Ltd.
- Designation – Production Support Engineer.
- Duration   –June 2018 to till Date.
- Location   – Pune

PROJECT: Banking Domain

Description: The main objective of this project is to enable registered account holders to view their account details and to transfer amount from one account to another account. Customers can also view their transaction, which are made by them. The registered user will also be able to modify any personal details such as address or phone number. It will reduce the amount of time spent by the employees and the account holders to retrieve search and store data related to various activities and status. It also provides a convenient, efficient and consistent means to view their account details and all the transaction including deposit.

PROJECT: Insurance Domain

Description: The portal is integrated software which caters to the operational needs of each of the department. Apart from storing and assembling data, it also assists in the decision-making process relating to resource management.

Proposed system is completely user efficient and helps better access to related information the proposed system minimizes the effort in conducting analysis. There is no loss of information as all of data stored in secured databases. This grammatically improves the working condition as there is no mismanagement of important information.

ROLES AND RESPONSIBILITY

1. Application Support, Monitoring & Trouble shooting.
2. Monitor the ticketing Tools and alert triggering tools and provide Level 2 support.
3. Monitor the ticketing Tools and alert triggering tools and Escalate Level 3 Tickets.
4. Analyze the Server and Client side performance.
5. Responsible for creating and delivering various Reports to clients.
6. Analyzing and troubleshooting of client issues & impacts.
7. Interacting with the client on various forums to discuss the status of the project regarding the functionality.
8. Deployment of the Application changes and Operational Support.
9. We are communicating with different team as well as client according to issue.
10. Extending post-implementation, application maintenance and technical support to the client.
11. Scheduling jobs through Crontab.

12. Discuss the Impact and Urgency to decide and degrade the priority.
13. Follow escalation procedures during outages and ensure root-cause analysis.
14. Interact with Customers / Users.

ACADEMIC PROFILE

Sr. No.	Examination	Year	University/Board	Marks
1	B.E. in Information and Technology	2017	Savitribai Phule Pune University	62%
2	Diploma in Information and Technology	2014	MSBTE	78%
3	S.S.C	2011	Maharashtra Board, Pune.	70.80%

PERSONAL DETAILS

- Name   : Aishwarya Nandkumar Ganjal
- Date of Birth   : 14-08-1995
- Gender   : Female
- Nationality   : Indian
- Marital Status   : Married
- Languages Known   : English, Hindi, Marathi
- Address   : SairajColony,Tapkir Nagar near saimalhar medical, Rahatani, Pune

PLACE: Pune.   Signature
Date: **(AishwaryaNandkumar Ganjal)**