Aayesha Tamboli

162, Dattawadi Pune 🏠

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An Application and Production Support Engineer looking to learn and grow every day in an organization that strives to be both challenging and inspiring. A place where there is a room to learn and grow every day.

Technical Skills

- Operating System: Windows, Unix, Linux
- Database: SQL Server

- Languages: SQL, PL/SQL
- Other Tools: SSMS 2014, Putty, Control-M, Service Now, WinSCP
- Internet Technologies: HTML

Experience

OCTOBER 2019 – CURRENT COMPANY

Application Support Engineer / Emergica Multitrade Pvt. Ltd., Pune

ROLES AND RESPONSIBILITIES

- Monitoring the jobs by using **Control M** job scheduler
- Good knowledge of Linux commands **like find, grep, sed, ls, cat, touch** etc.
- Having knowledge about database object like Join, sub-query, Set Operator, Constraints in **SQL** and Stored Procedure, Function, View in **PLSQL**.
- Daily application health checkup by using predefined script.
- Co-ordinate all incidents to ensure they are resolved within SLA and escalate to Major Incident Management.
- Handling application related queries and incidents.
- **Adhoc request,** user accounts maintenance.
- Resolving the end user raised **Ticket (Incident)**within SLA.
- Check **logs** in case of failure of application and escalate it further to respective team.
- Troubleshooting application related queries and issues.
- Sending daily report to client about **application availability**.
- Attend Weakly **Client Meeting** and Daily Operational Meeting on **Bridge call**.
- Mail monitoring.

PROFESSIONAL EXPERIENCE

- Overall, **2 years** of experience in Application Support, Working in support project in **logistic domain** with SQL Server and UNIX.
- Providing **L1 and L2** support for UNIX technologies as an application and production support engineer.
- Working in co-ordination with the **Linux, DBA, Network administer, development,** other application support groups etc.
- Created **service requests** (SR) for issues that require coding changes.
- Good understanding of **ITIL** (**Incident Management, Problem Management, Change Management**)

Project Name   : **Warehouse Management System**

Role   : **Application Support Engineer**

Project Description: - This project belongs to logistic domain in this project warehousing, transportation and billing part is covered. we provide application support for warehouse and do billing for transportation and warehousing charges.

Front End - Java Technology

Back End -SQL Server 2014

Education

JUNE 2021
MSc (Computer Science) / Pune University, Pune
Percentage: 84.55%

APRIL 2019
BSc (Computer Science) / Pune University, Pune
Percentage: 66.15%

MARCH 2016
HSC / Maharashtra Board, Pune
Percentage: 62.77%

APRIL 2014
SSC/ Maharashtra Board, Pune
Percentage: 76.20%

Personal Profile

- **Name**   **:** Aayesha Anwar Tamboli
- **Date of Birth**   : 26/06/1999
- **Languages Known**   : English, Hindi, Marathi
- **Strength**   **:** Good coordination, Quick learner and Dedication.
- **Permanent Address**   **:** 162, Dattawadi Near Maruti Mandir Chowk, Pune 411030.

Declaration

I hereby declare that all the particulars given above are true to the best of my knowledge and belief.

Place: Pune   Signature

Date: Aayesha Anwar Tamboli