RESUME

Name   : Mr. Rahul Machhindra Dhavale
E-Mail   : rahul.dhavale5858@gmail.com
Contact No : 8999315732, 7350560489

OBJECTIVE:

To be part of a progressive from offering opportunity for career raise and professional growth and which will help me to gain sufficient knowledge.

WORK EXPERIENCE:

Current Employer : Sencio Softcon Pvt. Ltd.
Total Experience : 1 Year 2 Months
Designation   : Application Support Engineer.
Technical Skills : SQL, PL/SQL, Linux, Shell scripting.
Tools   : Control-M, ServiceNow, Putty, SQL Server Management Studio.

PROJECT:

One stop shop to monitor call handling performance and quality statistics.

- This application is used to monitor performance of agents. Basically it is reporting system. The primary users of this application are call centre agents and their managers.
- Control-M jobs imports 10 types of data from call centres and process them using MS-SQL server. For pulling files we use SFTP connection. In files we have data like agent id, agent name, manager id, manager name, call answered, call conference, login time, short call, waiting time, hold time, repeating calls.
- Based on the data fetch into database, different reports are generated and also data is refreshed on the dashboard. Agents can view only their data. Manager can access agent's data as well as peer manager's agent's data within the same call centre.

ROLES AND RESPONSIBILITIES:

- The core role was to keep application up 24/7 and to be in touch with administrators and users to help them and to resolve server and application related issues.
- To check email alerts notification mails and any ticket in queue with their priority.
- Providing L1 support for data application.
- Reloading of data based on user's request.
- Job Monitoring, Job Scheduling, Mail Monitoring.
- Handling user's issue.
- Work on automations.
- Replication checking.

- System health check: Services status, Server status, DB status, Job status.

ACADEMIC PROFILE:

Education	Institute	Pass Out Year	Bord/University	Percentage
MCA	ZEAL Collage Narhe, PUNE	2021	Svitribai Phule Pune University	Appearing
BCA	NACS Collage Shevgaon	2018	Svitribai Phule Pune University	59.29%
HSC	NACS Collage Shevgaon	2015	Maharashtra State Board ,Pune	58.8%
SSC	Residential High School Shevgaon	2013	Maharashtra State Board, Pune	58%

PERSONAL DETAILS:

Date of Birth   : 26 sep 1997

Gender   : Male

Technical Skills   : Windows, MS-office, E-mail.

Marital Status   : Unmarried.

Nationality   : Indian.

Languages Known   : Marathi, English, Hindi.

Strength   : Positive Thinking, Logic.

Hobbies   : Net Surfing , listening Music .
Current Address   : F403 Aarya residency, Ingle vasti, Narhe Pune-411041.

DECLARATION:

I hereby declare that the above mentioned information is genuine to the best of my knowledge.

Date: **Signature**
Place: **(MR. Rahul machhindra dhavale)**