

# Revati Bagal

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## SUMMARY

IT professional with 4.5+ years of experience in application maintenance and support across automotive and financial domains. Proficient in incident, change, and problem management with strong adherence to SLAs. Skilled in OS patching, automation, cloud fundamentals, system optimization, risk governance, and technical troubleshooting. Adept at collaborating with cross-functional teams and maintaining stakeholder satisfaction through continuous service improvement.

## EXPERIENCE

### **Sr. Software Engineer – mPHATEK Systems Pvt Ltd** | Absa Bank – South Africa (Oct 2023 – Present)

- Provided L1 & L2 support for CPITOPS (automation patching tool for Windows & Linux).
- Automated daily health checks and ServiceNow incident creation using API keys.
- Led manual patching cycles and ensured compliance when automation failed.
- Supported troubleshooting for Azure and AWS cloud infrastructure.
- Coordinated patching, DR testing, and vulnerability remediation.
- Developed TRI documentation and worked closely with governance & risk teams.
- Created Power BI dashboards, WSRs, and MSRs for leadership reporting.
- Received kudos for exceptional performance throughout 2024.

### **Software Associate – Capgemini** | Stellantis PSA Group – France (May 2021 – Oct 2023)

- Delivered production support on Windows, Unix, and Azure with 98% SLA compliance.
- Improved system reliability with Perl & JavaScript automation.
- Managed Azure VMs, AKS, and database services.
- Participated in CI/CD integration with development teams.
- Prepared WSRs covering risks, issues, and scope.
- Executed secure ETL operations using CFT and SFTP.

### **CIS Trainee – Capgemini** (Jan 2021 – Apr 2021)

- Worked on Windows & Linux server administration.
- Gained exposure to VMware and Citrix virtualization.
- Learned SQL & Oracle basics including configuration and queries.
- Studied networking fundamentals using Cisco Packet Tracer.

## EDUCATION

**MBA in Information Technology (Pursuing)** – Dr. D. Y. Patil Vidyapeeth, Pune Sem 1  
GPA: 8.26 | Sem 2 GPA: 8.56 | Sem 3 GPA: 9.00 | Expected: Jan 2026

**B.Sc. IT – Mumbai University** (2020) – 82.36%

**HSC – Maharashtra Board** (2017) – 66%

**SSC – Maharashtra Board** (2015) – 90.60%

## **SKILLS**

**Languages:** C, C#, C++, Java, Python, JavaScript, SQL, PL/SQL, T-SQL, HTML, CSS, PHP, PowerShell, .NET, Perl, Bash.

**Operating Systems:** Windows, RHEL

**Databases:** Oracle 12c/19c, SQL Server, MongoDB, Firebase

**Tools:** ServiceNow, JIRA, PuTTY, WinSCP, Dollar Universe, Power BI, GitHub, SSMS

**Patch Management:** Red Hat Satellite, Ansible Tower, SCCM

**Cloud & Automation:** Azure CLI, Bash, Shell Scripting, PowerShell, Python

## **CERTIFICATIONS**

**Microsoft:** Azure Fundamentals (AZ-900)

**Google:** Digital Unlocked – Fundamentals of Digital Marketing

**Udemy:** Cross-Cultural Communication, NASBA CPE Communication, Incident Response

**Great Learning:** DBMS, Software Testing, Azure Essentials, Data Science Foundation, UI/UX

**Coursera:** Windows Server Management, Azure Cloud Services, UX Design Foundations, Technical Support Fundamentals

## **CERTIFICATIONS & PROFESSIONAL DEVELOPMENT**

**Currently Preparing:** Microsoft Azure Administrator (AZ-104)

**Pursuing:** MBA in Information Technology

**Future Goal:** Specialization in Artificial Intelligence & Machine Learning