

# Pavan Kharsane

Jr. Software Engineer

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## Roles and Responsibilities

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- Application Support at L2 and L3 fixing technical issues by the business users as well as IT Operations.
- Responsible for application-related interface monitoring the process flows.
- Responsible for L2/L3 support on application issues, and on servicing standard issues from Users.
- Monitors various sources, such as Monitoring tools, Users reports, and System alerts, to detect and identify incidents promptly and assesses the impact priorities, and service level agreements (SLAs).
- Performs initial triage of incidents, categorizes them appropriately, and assigns the appropriate priority level based on the impact, urgency and business needs.
- Collaborates with relevant teams to prioritize incidents and allocate resources accordingly.
- Facilitates the escalation of incidents to the appropriate support group or technical teams as per defined escalation procedures and ensures proper communication and collaboration among teams involved in incident resolutions, including providing necessary updates to stakeholders.
- Conducts thorough investigations to determine the root cause of incident analyses the available data. Perform troubleshooting, and collaborates with technical experts to identify underlying issues and contribute to the development of long-term solutions.
- Coordinates and tracks the resolution process to ensure timely and effective incident resolutions and provides guidance and support to the teams, ensuring adherence to incident management processes and best practices.
- Performs post-incident analysis to identify trends, recurring incidents, and areas for improvement and generates incident reports and provides insights on incident metrics, trends, and key performance indicators to management and relevant stakeholders.
- Utilizes incident management tools and technologies effectively to streamline incident handling, tracking, and reporting.
- Responding to a reported service incident, identifying the cause, and initiating the incident management process.

## Project Experience

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<b>Project</b>	<b>Viacom MSO Steady State</b>
<b>Client</b>	PARAMOUNT
<b>Duration</b>	July - 2022 to Present
<b>Tools and Technology</b>	Operating System – Windows New Rellic, ITIL, Orion, Jira, GCP Buckets, Status Page, Fire Hydrant.

## Software/Languages/Databases

<b>Languages</b>	Java, PL/SQL
<b>Operating system</b>	Windows, Linux
<b>Database</b>	SQL Server
<b>Tools (IDE)</b>	Visual Studio, Eclips
<b>Monitoring Tools</b>	ITIL, NewRellic, Orion, Status Page
<b>Ticketing Tools</b>	Jira

## Certifications

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<b>Platform</b>	<b>Technology</b>
<b>Great Learning</b>	Advanced SQL
<b>Udemy</b>	Java Programming
<b>Udemy</b>	Dynatrace
<b>Udemy</b>	Selenium WebDrivers
<b>Udemy</b>	Service Management with ITIL V4
<b>Udemy</b>	ServiceNow Developer
<b>Udemy</b>	ServiceNow System Administrator
<b>Udemy</b>	CI/CD with Jenkins
<b>DATADOG</b>	Site Reliability Engineer
<b>DATADOG</b>	Developer

## Education

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- Bachelor of Computer Science (B.Sc) 75.11%
- Master of Computer Application (MCA) 8.36 CGPA