Pavan Kharsane

Programmer Analyst

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Roles and Responsibilities

- ➤ 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.
- ➤ Coordinate for Critical P1 incidents with appropriate stakeholders.
- ➤ 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.
- ➤ Utilizes incident management tools and technologies effectively to streamline incident handling, tracking, and reporting.
- ➤ Escalating incidents to the appropriate teams when necessary.
- ➤ Ensuring that technical documentation is up-to-date and accurate.
- ➤ Collaborating with other departments to implement long-term solutions.
- ➤ Identifying trends and patterns to proactively address potential issues.
- ➤ Responding to a reported service incident, identifying the cause, and initiating the incident management process.
- ➤ Incident Manager assesses the severity of the incident.
- ➤ If classified as a major incident, the outage process is initiated.
- ➤ Monitoring Multiple international stream through NewRellic and Orion Alerts.
- ➤ Working on implementing change request and access related incidents.
- ➤ Scheduling Maintenance activity and working with respective team to implement the changes on the respective platform.
- ➤ Provide round-the-clock, 24/7 support to ensure seamless project operations and timely issue resolution

Work Experience

Company	**Cognizant Technology Solutions India Private Ltd**
Designation	Programmer Analyst
Duration	July - 2022 to Present

Software/Languages/Databases

Technical Skills	Java, Pl/SQL, Application Support, Incident Management, Technical Support
Operating system	Windows, Linux
Database	SQL Server
Tools (IDE)	Visual Studio, Eclips
Monitoring Tools	ITIL, NewRellic, Orion
Ticketing Tools	Jira

Certifications

Platform	Technology
DATADOG	Site Reliability Engineer
DATADOG	Developer
Udemy	CI/CD with Jenkins
Udemy	Service Management with ITIL V4
Udemy	ServiceNow System Administrator

Education

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

Personal Portfolio	*https://pavankharsaneportfollio.vercel.app/*