Resume

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**PROFILE SUMMARY:**

* Overall Working Experience of 10.2 years in Technical domain.
* Working Knowledge of Windows 95/98/2000/XP, WINDOWS 7,8,10.
* Able to demonstrate high attitude, honesty and dedication towards any project working along with Project Stake Holders in proactive disciplined manner.
* Providing support for online banking applications.
* Good understanding of UAT, PREPROD and PRODUCTION Support in CMS Project.
* Monitoring the Disk Space, CUP Utilizations, taking Responsibility for services up and down. Taking Responsibility server up and down.
* Performing EOD and BOD for UAT and PREPROD for daily Basis.
* Proven ability to work as a team player as well as individually.
* Error handling & Report Creation as per need bank or daily basis (Daily reports, Weekly reports, Monthly reports).
* Incident Management.
* Team player with good organizational & interpersonal communication skills.

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| |  | | --- | | **Technical Skills** | | Proficient or familiar with the following Concepts / Tools:   * Languages: C,C++,Html, CSS, Linux Shell scripting * Cloud Technology : Amazon Web Services (IAM, S3,) * Database: Oracle 11G, Pl/Sql , MySql Administrator * Operating System: Windows (All windows versions), LINUX * Others: Jira System, Active Directory, Putty , Apache Services-Now ,Control-M * Networking : HTTPS/HTTPS,DNS,TCP/IP,NETWORKING * Monitoring Tools : ITRS ,ITSM |  |  | | --- | | **Experience Summary** | | * Strong experience in Trading application and activity from EOD-SOD process. * Strong experience in debit card data processing and implementation of the process. * Indentifying root cause of an problem and adhere problem to solution. * Strong experience with implementation of new module ,Bugs fix and services deployment in on application server. * Monitor Logs , Server ,Process, Services in ITRS and act on the alerts received. * Experience in automated the process and integration of the process in Workflow and configure the process and script. * Experience in Handling team and provide essentials training and knowledge regarding activities. * Implementation and integration of the modules and configure and modules as per organization requirement and provide technical support for the same to the deployed on application and customer sites. * Experience in creating ticket ,Problem, Incident ,PDC ticket from Service-now application and track down the all activity. * Working on middleware application like tomcat apache, configure, maintain and handling the logs for root cause analysis. * Writing the shell scripting for automated the process and moving the logs file to other directory. * Handle escalations as per policies/procedures. * Trading application / Debit Card domain knowledge * Working experience and knowledge on Unix OS automation and process improvement. * Have a good understanding of Core Payment Products (Online transaction/Debit Card) * Deployments of the application on Production environment * Monitoring the server and taking bounce and backup of the web services * Monitoring logs on and identifying any errors in deployed web services by using Linux shell scripting commands. Incident Management * Write SQL queries to access the data from the database tables to ensure data integrity. * Work on complex database objects like Stored Procedures, Functions, Packages and Triggers using SQL and PL/SQL. * Basic Knowledge of Linux commands and has knowledge of Soap & Rest APIs and their flow. * Ability to organize and prioritize multiple tasks simultaneously based on current business need. |  |  | | --- | | **Professional Experience** | | **Tech Mahindra ltd**  **Senior Software Engineer Duration: Oct 2021 to present**  **(Client Location :SBI CMP CBD Belapur Navi Mumbai)**  **Banking Project :**  **L2 Support Team**  **Project Description**   * Worked as a Senior Engineer in SB CMP Gift Operation team and responsible to handle day to day all important activity from EOD-SOD process. * Experience in handing Trading environment application and worked as a active team member and ensure all trading application up in product hours and worked error free. * Worked with monitoring Tools (ITRS) for modifying/Creating rules of application ,monitor server logs, Process delay , server health check-up etc to trace alert. * Experience in Control-M tools for creating workflow, modify and insert shell scripts . * Creating and maintaining all types of INCIDENT in service-now tools for creating incident ,Problem ,PDC and bugs fix for project tracking purpose. * Worked in coordination with different stakeholder for working on request like creation of Cloud VM server and windows server as per project requirement co-ordination with system administrator team to configure and install all required installation of packages , Services , mount points, SFTP connection ,firewall access,etc. * Experience in automate and maintain scripts , data analysis and maintance tasks to streamline support process and reduce manual effort. * Coordinate with regulatory teams to ensure compliance with market regulations, reporting requirement and audit procedures. * Worked and collaborate with development teams for problem solving or new project provide for design and architecture , focusing or improving system reliability and supportability * Liaising with business User and address issue raised by member and try to solve request. * Experience in implementation of new project ,Module and Deployment of major artifacts and bug fixes and PDC changes. * Participate and responsible for shifting of multiple peripheral application of trading from DC to DR site during Mock/BCP drills. * Creating SOP ,documentation of important activity and report for teams to follow. | |  |   **Company Name:-Virmati Software & Telecommunication Ltd**  **Project Name’s CRM Application & SBI General Insurance**  **Client: State Bank Of India**  **Duration:July 2018 to Oct 2021**  **Technologies: ODI,Oracle Form,Putty,Jira & ITSM,Load plan**     * SBI CRM was using core banking solution in SBI every branches thouout in India. It contains customer relationship data, loan management system, data archival, Online Payment traction such like NEFT,IMPS,& Digital Transformation * **SBI General Insurance is soldiery of the SBI It contain the general insurance, medical insurance, motor insurance**   **Responsibility:**   * Incident Handling and doing analysis for new issues in production and solving incidents within its SLA. * Resume or analyze suspended jobs which are struck in production. * Working on Oracle Data Integrator such as loan plan Support * Completed ITIL Trainings on Incident, Problem, Change, Escalation and capacity Management process. * Writing Queries for analyzing any issue in production or during suspended jobs work. * Working on problem Incidents to fix some issues in production from root. * Monitoring batch processes. * Giving trainings to level1 Team for monitoring all the processes of EAI. * Actively participation for Maintenance window for any production changes |
| |  | | --- | | **Professional Experience** | | **Financial *Software and systems Pvt Ltd. Mumbai***  **L2 Senior technical associate Duration Jan 2012 to Oct 2018**  **(Client Location : SBI AXIS,HDFC Navi Mumbai)**  **Banking Project :**  **Debit card management system**  **Project Description**   * Manage activities related to implementation and data processing for debit cards data received by the business team * Monitoring the debit card / online transaction logs. * Working on middleware application like tomcat apache, configure, maintain and handling the logs for root cause analysis. * Practical knowledge of Python. Experience in Support. * Experience in Handling team and provide essentials training and knowledge regarding activities. * Writing the shell scripting for automated process and moving the logs file in other directories. * Analysis of root causes , liaising with management and client relationship management (CRM) in with Infrastructure Service Support team to solved problem * Experience in providing support in L2 support and find the root cause analysis and provide support, training and knowledge for the L1 support team for solving issues. * Manage production support changes with accomplish with debit card lifecycle methodology Complete root cause analysis of defects. * Supports the day-to-day maintenance of the application systems in operation, including tasks related to identifying and troubleshooting application and data issues and issues resolution or escalation * Implementation and integration of the modules and configure and modules as per business requirement and provide technical support for the same to the deployed at customer sites * Liaising with the different vendors for input and output of files * Monitor data processing quality assurance and development activities. * Troubleshoot and resolved application issues escalated from end users. Processed large batches of data on daily and weekly basis. * Develop high skill to minimize risk and control compliance to departmental and companywide standards * Worked with development team to assess issues and test for solutions. Integrated application software and hardware configuration changes. Supported company users with troubleshooting assistance. * Experience in supporting Web Based application which Involves following technology PL/SQL. * SQL de-bugging and performance tuning as requirement. * Experience in Performance Tuning, Query Optimization, using Performance Monitor, SQL and other related monitoring and troubleshooting tools |   **Organization Name : - Reliance Communication Private ltd**  **Job Status : - Working as Technical Support Engineer**  **Duration : -1 June 2011 to 30 Dec 2012**  **Responsibilities:-**  **Job Profile:** Worked associated with Reliance Communication Ltd, Mumbai as Technical Support  Engineer From June 2011 to Dec 2012   * As per designation presently giving remote access for different vendor of reliance which takes bandwidth through lease lines through wire line or wireless. This contains wireless ATM of different banks and lottery terminal connectivity * Remotely checks connectivity of network up or down, if network goes down then troubleshoot the network remotely if issue still persist then I assigns engineer to that location and make network live for all over Indi * Troubleshooting and resolving the problems related to WDVPN. Coordinating activities of WDVPN related issues, all India Level with teams including Program Managers, Account Managers, PDSN, O&M, Business, IT, NNOC, IDC, RF and CDMA Wireless. * Monitoring the Backhaul Connectivity of Respective Clients. Generating Ping and Trace results up to the client’s server end as a part of monitoring. Providing quick and effective resolutions (online) to clients, depending upon the scenario. * Continued Monitoring and Analysis of Client Issues. Further escalations depending upon the severity of issue and coordinating the activities for resolving the issue with teams including NNOC, PDSN, Business, IDC, O&M, IT, RF, CDMA. * Documentation of frequently occurring problems and scenarios for future use. * Generating Daily and Monthly MIS Reports of Respective Clients.   Present timely statistical reports to management and to the dept.   * Participate in Project review meetings * Ensure adherence to project specific quality and documentation standards as part of project execution and handover strategy’s.   **Educational Qualification:--**     * **Bachelor of Engineer (Computer):-** Passed with **First Class** in Computer Engineering from Anna Saheb Chu Daman Patil College of Engineering Kharghar Navi Mumbai, in May 2011 affiliated to the **Mumbai University** passed with **65.12%**. * **Diploma in Computer Technology: -**Terna Polytechnic Koparkhairne Navi Mumbai with **70.00 %** * **S.S.C: -**Yashwant Vidya Mandir Ranjini Maharashtra State Board with 54.12 % |
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