**RESUME**

**SACHIN NANDUKUMAR PAWAR Mobile No: 8975315297**

**B-22, SUVARNA PARK, E-Mail: sachinpawar5131@gmail.com**

**DAPODI ROAD, PIMPLE GURAV,**

**MAHARASHTRA, PUNE-411061**

**Career Objective:**

To work in a challenging job environment that utilizes my skills and abilities, and offer ample of learning opportunities with the growth.

**RESUME SUMMARY:**

* 8+ years of total experience in Data Management.
* Expert in using various functions in MS Excel in data.
* Able to analyze and solve various problems in data.
* Worked on PEOPLESOFT in IBM DAKSH International.
* Worked on Sales Order Processing in Tetra Pak India Pvt.Ltd.
* Worked on Oracle Incentive Compensation, TOAD, UNIX,MAXIT, FIS in Infosys.
* Intermediate in SQL, UNIX, Linux, Software Testing.
* Have completed 3 Months training of Redhat Linux System Administration (RHCSA&RHCSE).
* **RED HAT CERTIFIED SYSTEMS ADMINISTRATOR CERTIFICATION ID: 170-290-126.**

**TECHNICAL SKILLS:**

* + Writing basic queries in SQL for fetching data.
  + Linux Basic Commands.
  + Create user, group and password policy of the users.
  + Remove and change groups and permission.
  + Assign the file permission.
* LVM (Logical Volume Manager): Extend and Reduce size of LVM.
* Software Installation Methods: Yum (Server Side Configuration–created dependency files.
* Using createrepo command), Yum (Client Side Configuration), RPM (Red Hat Package
* Manager).
* Compression and backup**: tar, gzip, rsync.**
  + Configure the IP addresses.
  + Monitoring Disk space.
  + Cron jobs: Sound knowledge of Cron jobs and scheduling.
  + Installation Linux packages using Rpm and yum command.
  + Installation of DNS.
* Configuring **Apache** Web Server
  + Change the home Directory of user.
  + Network file System
  + Knowledge of LDAP, Kerberose Security
  + Configure the Dynamic host control protocol
  + Partition creation and mount temporary and permanent.
  + Backup using Tar command.
  + Configure the File transfer protocol.
  + Linux Security Services: SSH (Secure Shell), IPTABLES (Accept & Reject different services like FTP, SSH etc).
  + Sound knowledge of writing small scripts in shell scripting.

**EXPERIENCE SUMMARY:**

1. Infosys Ltd (1st November 2012 – 5th March 2018)

**Designation: Technology Support Specialist**

**Work Profile:** Was Working with **Infosys Limited** from **1st November 2012** as Technology Support Specialist for Bharati Airtel multinational telecommunications Services Company. Infosys as its technology partner for 'airtel money' and its services. Work profile follows as below:

* Monitoring Mails of the customers and stakeholders on priority and responding in given TAT.
* Investigating the issue with reference with mails and communication from the customer and stakeholders.
* Providing them initial resolution to their issue with or without raising Service Request or Incident request to the concern team (L1, L2)as per **Service Request** and **Incident Management process**.
* Checking the relevant data and reports for initial findings investigating by executing SQL queries in TOAD.
* Providing resolution to the customers at initial stage without raising ticket as per **Service Request** and **Incident Management process**.
* If needed moving the issue with initial findings to next level like L1 and L2 team reverting on issue within given SLA.
* Creating, Updating, deleting FIS ids of the call center employees in FIS, by checking the data in toad by executing SQL queries.
* Maintaining the reports of service requests and incidents weekly or monthly.
* Sending timely communications by emails and SMS to stakeholders and customer about planned or unplanned downtime activity for any service related issue.
* Monitor Utilization alerts for the servers by running **basic UNIX commands** and route to concerned teams for the action.
* Looking after file upload issues and requests.
* Uploading files given by the merchants to respective servers.
* Monitor Lien Alerts and raise issue with partners for transaction failures.
* Moving files from remote to client server by WINSCP utility.
* Creating Jasper Ids for accessing the files from Jasper Reports application.
* Looking after file upload issues and request.

2. Worked in **Tetra Pak India Pvt. Ltd**(19-June-2008 to 01-Oct-2010)

**Designation: Department Assistant.**

**Work Profile:** Entering and maintaining the data of Proforma Invoice and Commercial Invoices in the excel sheet.

* Preparing the Bank Guarantees such as Advance Bank Guarantee, Performance Bank Guarantee for the customers and sending it to the bank and following through the bank.
* Interacting with the regional managers and their customers for the invoices and other purposes.
* Helping the managers with the data and power point presentations on the data required by management.
* Keeping the track on courier details on documents sent to the customers and regional managers in a excel sheet.
* Converting the documents from word to PDF or vice-versa.
* Preparing the Technical Module Manuals for the customers and sending it to the factory for the dispatch.
* Scanning each and every document and saving it for the necessary actions or sending it for the further process.
* Assisting the managers and seniors with the data and presentations.

1. Worked in **IBM Daksh** International BPO(21-Dec-2006 to 22 October-2007).

**Designation: Coordinator**

**Work Profile:** Worked as coordinator, as a part of HR recruitment MIS with team members of 5.

* Entering and maintaining the data of the Proforma invoices and commercial invoices.
* Scanning and sending it to the vendors.
* Keeping the track of the number of employees resourced to the company with their installment payments for 45 to 90 days.
* Entering the data of selected candidates in **PEOPLESOFT** and rejected candidates in a excel sheet.
* Peoplesoft is the software which is used for the data maintenance for the employees.
* Creating applicant and employees identities for the employees those who are selected.
* Coordinating with the recruiters and employees for the induction.
* Helping out with the documentation of employees with their necessary documents on priority.
* Helping the managers and recruiters with the necessary data of employees for the week, month and quarter. Presenting the necessary data with the presentations in a WRM.
* Has awarded as best, honest and hardworking candidate for two quarters for the project of SAMPARK.

**Educational Qualification:**

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| --- | --- | --- | --- |
| **STD/DEGREE** | **BOARD/UNIVERSITY** | **SCHOOL/COLLEGE** | **CLASS** |
| SSC | PUNE(MAH) | R.H.S.S. | Second |
| HSC | PUNE(MAH) | R.H.J.C. | Pass |
| B.Sc. | PUNE UNIVERSITY | Fergusson | Higher Second |
| M.C.M | PUNE UNIVERSITY | Neville Wadia | Pass |

**PERSONAL DETAILS:**

Name : Sachin. N. Pawar.

Father’s Name : Nandukumar. K. Pawar.

Date of Birth : 16th January 1985.

Marital Status : Unmarried.

Languages Known : English, Marathi, and Hindi.

Extra Qualification : English Typewriting with 40 WPM.

Basics in German Language.

Technical Languages Known : C, SQL, UNIX/LINUX, VB.NET, ASP.NET, JAVA, HTML, Software Testing.

Hobbies : Playing Football, Table Tennis.

Certifications: : Red Hat Certified Systems Administrator