BISWAJIT MOHANTY

Marathahalli, Bangalore, Karnataka

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Professional Summary

An accomplished IT professional with 4 years of experience through all Application Support phases which included requirements gathering and analysis to design, Implantation and support.

Highlights

* Committed to providing a pleasant experience for both Finacle and Banking Application Users.
* Exceptional computer productivity software skill.
* Able to work efficiently across all levels of management.
* Very strong corporate presentation abilities.
* Very refined and observant problem-solving skills.
* Dedicated employee who is willing to work long hours and has never missed a scheduled deadline.
* I finish projects by associated deadlines even if I have multiple tasks going on at the same time.

Skills

* Familiar with SQL and many other computer programs.
* Basic Programming Knowledge.
* API Monitoring.
* Data Processing and Quality Assurance.
* Document control.
* Root cause analysis. (Ticketing Tools)
* Software release management.
* Excel at solving complex problem by identifying the issue and implementing a solution.
* Executive Team Leadership.
* Client /Vendor relations.

Technical Summary

* Languages: C, C++, .NET.
* Platforms: Microsoft Windows (XP, Windows 7, 8 & 10, UNIX).
* Databases: Oracle 12c, MS SQL, MS Access, SQL server 2008.
* Graphic Application: HTML, CSS.
* Fundamentals: MS Office, M S Excel, MS Power point.

PROFESSIONAL EXPERIENCE

* Create and written SQL scripts to find data from flat files into new tables.
* Created SQL scripts for conversion of legacy data (including validation) and load into the tables.
* Ticket Handling.
* Daily Monitoring (API Monitoring).
* Identifying risks proactively and proposing solutions to resolve them.
* Managed Database Maintenance tasks as index fragmentation, monitoring performance & optimizing queries for maximum efficiency.
* Installed maintained & monitored Production SQL servers and making sure they are up-to-date with latest rollup patch and offload queries.
* Identified and resolved Security threats such as SQL injection, user name and password masking by applying SQL credential and proxy accounts.
* Worked on several existing production users, databases, jobs, reports, login and other computer objects to new version of SQL server.
* Sending Daily and Monthly status reports to onsite and offshore leads.
* Create and written SQL scripts to find data from flat files into new tables.
* Created SQL scripts for conversion of legacy data (including validation) and load into the tables.
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WORK EXPERIENCE

* Senior Analyst – GFI Informatique (Client-Schneider Electric), Bangalore from March 2019 to till date.
* Application Support Engineer – WIPRO, Greater Noida (Client-CBEC) from March 2017 to March 2019.
* Application Support Analyst – MINDTREE, Bangalore (Client-Hindustan Unilever) from May 2016 to March 2017.
* Application Support Engineer – MICROLAND, Bangalore (Client-Western Digital) from June 2015 to April 2016.

PROJECT DETAILS

Project- 1

TITLE OF THE PROJECT: R&D Portfolio

Client : Schneider Electric, France

Company : GFI Informatique

Period : March 2019 to till date

# Position : Senior Analyst

## Team Size : 5

Description:

Schneider Electric SE is a French multinational corporation specializing in electrical equipment that is headquartered in Rueil-Malmaison, France. It is also based at the World Trade Centre of Grenoble.

Roles and Responsibilities:

* Involved in Support and critical feature enhancement of the application.
* Involved in problem rectification, fixing bugs during system testing and providing support to users.
* Daily Monitoring (API Monitoring) using sciforma.
* Create and written SQL scripts to find data from flat files into new tables.
* Used Helpdesk for Ticketing Tools.
* Interacting with the client on daily basis for adding new features, Support and Maintenance of the product.
* Involved in analyzing and designing of the Enhancement.
* Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks.
* Responsible for ensuring that projects are developed to a high standard and on-time, as well as mentoring and educating more junior team members.
* Answers team member questions, helps with team member problems, and oversees team member work for quality and guideline compliance.
* Develops strategies to promote team member adherence to company regulations and performance goals.
* Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines.
* Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints.

TECHNOLOGY USED:

* SCIFORMA (MSTT,DSONE,CCWT)
* SQL Server 2017
* PLANISWARE (ELLA, NewSpot,SPoT)
* JOB SCHEDULER (API Monitoring)
* SQL Server Integration Services (SSIS)
* SNET SCIFORMA
* Ticketing tools (Helpdesk).

Project- 2

TITLE OF THE PROJECT: GST

Client : CBEC

Company : WIPRO

Period : March 2017 to March 2019

# Position : Application support Enginer

## Team Size : 15

Description:

The Central Board of Indirect Taxes and Customs is the nodal national agency responsible for administering Customs, GST, Central Excise, Service Tax & Narcotics in India

Roles and Responsibilities:

* Create and written SQL scripts to find data from flat files into new tables.
* Created SQL scripts for conversion of legacy data (including validation) and load into the tables.
* Identifying risks proactively and proposing solutions to resolve them.
* Managed Database Maintenance tasks as index fragmentation, monitoring performance & optimizing queries for maximum efficiency.
* Installed maintained & monitored Production SQL servers and making sure they are up-to-date with latest rollup patch and offload queries.
* Identified and resolved Security threats such as SQL injection, user name and password masking by applying SQL credential and proxy accounts.
* Worked on several existing production users, databases, jobs, reports, login and other computer objects to new version of SQL server.
* Sending Daily and Monthly status reports to onsite and offshore leads.
* Raise the ticket using JEERA Ticketing Tools.
* Created jobs, Alerts and notification from system errors, insufficient resources, fatal database errors, hardware errors, task assignment and tracking.
* Performed various Troubleshooting methodologies to identify and resolve system and user related issues.
* Worked on SDLC in agile environments, handling day to day support Tickets and Production issues into 24\*7 production on both call and email support.

TECHNOLOGY USED:

* CBEC TAX Application
* SQL Server 2017
* SQL Server Integration Services (SSIS)
* Ticketing tools (JEERA).

Project- 3

TITLE OF THE PROJECT: RUBIK

Client : Hindustan Unilever

Company : Mindtree

Period : May 2016 to March 2017

# Position : Application support Engineer

## Team Size : 6

Description:

Hindustan Unilever Limited is the Indian subsidiary of Unilever. It is headquartered in Mumbai, India. Its products include foods, beverages, cleaning agents, personal care products, water purifiers and consumer goods

* Roles Worked on ETL process using SAP R1P, SAP BW & SAP B2P Application.
* To publish the web data connector, we have using Tableau server.
* To publish the web data a live streaming tool, we have using ASP.NET Application.
* Working maintenance on tools and loading the entire ETL file in that tools.
* Working VB Macros.
* Create and written SQL scripts to find data from flat files into new tables.
* Created SQL scripts for conversion of legacy data (including validation) and load into the tables.
* Diagnose SQL errors & QlikView generated scripts.
* Monitored and troubleshoot server performance, database activities and client’s applications configure.
* Weekly refresh Macros Dashboard.
* Sending Daily and Monthly status reports to onsite and offshore leads.
* Raise the ticket using Remedy Ticketing Tools.
* End-to end understanding of business requirements.
* Performed various Troubleshooting methodologies to identify and resolve system and user related issues.
* Responsible for QlikView repository and catalog migrations between environments.
* Worked on SDLC in agile environments, handling day to day support Tickets and Production issues into 24\*7 production on both call and email support.

TECHNOLOGY USED:

* SAP Application (R1P & B2P)
* SQL Server 2017
* SQL Server Integration Services (SSIS)
* Tableau Software
* Excel Macro.
* Microsoft Visual Studio 2017
* Ticketing tools (BMC Remedy).

Project- 4

TITLE OF THE PROJECT: Xenox

Client : Western Digital

Company : MICROLAND

Period : June 2015 to April 2016

# Position : Application support Engineer

## Team Size : 12

Description:

Western Digital Corporation is an American computer hard disk drive manufacturer and data storage company. It designs, manufactures and sells data technology products, including storage devices, data center systems and cloud storage services

Roles and Responsibilities:

* Worked on Salesforce Maintenance Tools.
* Created sales force user accounts configure each user profile for designated location.
* Assisted with resolving Tier 1 issues with Salesforce login.
* Provided training sessions on salesforce on Salesforce applications and use for end user.
* Provided base level IT support to non-technical personnel within the business.
* Automated many processes in IT maintenance, IT development and business operations using SQL Server.
* Resolved customer issues in a clear, courteous and straightforward manner.
* Remained up-to-date on the latest technologies and solutions applicable to company product.
* Provided 24\*7 Production both on-call and email support for critical issues.
* Work in team environment to complete all the testing activities according to schedule.
* Assisted user with connecting remotely with Cisco VPN client to access Network resources.
* Communicated with the client to obtain an understanding of their environment, challenged, escalation process and apply that information to support the smooth transition to the new helpdesk application.
* Identified and escalated issued with migration to ensure they were addressed and resolved.

TECHNOLOGY USED:

* SQL Server 2017
* SQL Server Integration Services (SSIS)
* Tableau Software
* Excel Macro.
* Ticketing tools (Salesforce).

EDUCATION

* MCA from Biju Patnaik University of Technology, Odisha with 8.0 CGPA in 2014.
* BCA from Utkal University, Odisha with 68% in 2011.
* +2 Sc. From G.I. College, Odisha with 48% in 2008.
* 10th from Agrahat High School, Odisha with 57% in 2005.

EXPERIENTIAL LEARNING

6 Months of Project work held are

* Company Name :- HCLCD Bhubaneswar, Odisha
* Project Title :- “ INTERNET BANKING SYSTEM ”
* Environment :- Dot Net, SQL Server 2008 as Backend
* Summary :- A web portal for internal use of Bank and completely

Customized for Admin.

1. The policy fits into the bank’s overall information technology and information Security policy and ensures confidentiality of records and security systems.

2. The policy clearly lays down the procedure to be followed in respect of “Know Your Customer” requirements.

* Role: - Development (coding, database).

STRENGTHS:

* Strong interpersonal skills.
* Good analytical abilities.
* Believe in teamwork.
* Pleasing personality and ability to cope up with workload under pressure and stress.
* Punctuality.

PERSONAL DETAILS:

FATHER’S NAME : Mr. Kshirod Chandra Mohanty

MOTHER’S NAME : Mrs. Gitanjali Mohanty

DATE OF BIRTH : 31st. March 1990

GENDER : Male

MARITAL STATUS : Unmarried

NATIONALITY : Indian

DECLARATION:

I, Biswajit Mohanty hereby declare that the above information is true to the best of my knowledge.

Place: Bangalore

Date: - 02.05.2020 Biswajit Mohanty