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| Swaranjali  Panhalkar  Systems Engineer | horizontal line  +91 9886222957  swaranjalipanhalkar@gmail.com |
| **ㅡ** **Skills** | horizontal line  **Primary skill set:** MySQL, Shell scripting, core java  **Tools:** JIRA, iView ticketing system, Aqua data studio, autosys, confluence,Servicenow  **Secondary skill set**: Shell scripting, python, SQL, core java, C, C++  **Operating systems:** Linux (Ubuntu), Windows (7/8/10), Android(Any)  **Tools of trade:** Atom, intilliJ, VS-code, JIRA, Aqua-data.  **Primary training domain:** RDBMS, Software Engineering concepts, Software Architecture and Design Patterns, PL/SQL, OOP, UNIX, core JAVA, Java Beans, JPA, Java script  horizontal line |
| Experience | **Infosys Technologies / Systems Engineer** JAN 2019 - PRESENT, PUNE Working as an ServiceNow admin/developer - Currently Identify, configure, troubleshoot, test, and resolve issues   * Complete work in a timely and accurate manner while providing exceptional customer service * Collaborate and partner with other areas of IT to fulfill business/customer/partner needs & requests   **Infosys Technologies / Senior operations Executive** AUG 2015 - Dec 2018, BANGALORE Supported, maintained multiple in-house legacy and contemporary software for Goldman Sachs (client). Primary and deep analysis and code fix of all the RHEL / cloud migration oriented issues. Automated many of the time consuming tasks by reusing / reimplementation of available code. |
| **ㅡ** **Education** | horizontal line  **BITS, Pilani /** M.Sc in Information Technology (WILP) 2017 - 2019, BANGALORE Masters degree in Information Technology taken up as part of work integrated learning program - **Ongoing**  **Birla College of Arts,Science & Commerce**  **/** Bsc. Information Systems 2012 - 2015, MUMBAI  Bachelor of Science in Information Systems. Passed with a **CGPA 6.32**  **Birla College of Arts,Science & Commerce /** PCMB  2012, MUMBAI  Completed Pre University with an aggregate of **73%**  **Ideal English High School /** 10th Std 2010,MUMBAI  Completed high school (10th Std) with an aggregate of **90%** |
| Recognition **ㅡ** | horizontal line   * Consistently received multiple nominations and appreciations for project design, execution and performance for developing applications in short span of time. * Nominated as the most valuable player within the team at Infosys in April 2015 for extensive contributions towards project goals and best practices. * Received innumerable senior client level appreciations for dedication and value add to the project (Infosys). |

Project Details

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| **ServiceNow Administrator**  **(Telstra)** Infosys Technologies Senior operations executive Jan 2019 - Till date | Used ServiceNow platform to build basic applications   * Perform user account administration and governance, including group maintenance, user roles and process user license tracking, and monitoring of single-sign on providers * Develop new data imports and transforms * Troubleshoots, researches, and analyzes application related issues and questions   Completion of Servicenow Administrator Certificate |
| **In house Application Maintenance & Support - Equities Middle Office (Goldman Sachs)** Infosys Technologies Senior operations executive / systems engineer Aug 2015 - Dec 2018 | * Part of a highly effective and time sensitive rapid action team. * Analysis and code fix of all the RHEL migration oriented issues. * Automated many of the time consuming tasks by reusing / reimplementation of available code and components. * Proactively identified and fixed lot of base bugs in the code during the development phase, which otherwise would have cost a lot of re-work. * Analyzing and developing tailor made scripts as necessitated by client. * Debugging of the production codes. * Was appreciated by the clients for the initiative taken and successful implementation. Few examples of automation done were Trade reporting, automated processing of rejected messages, server monitoring scripts, etc. * Improved the performance of some of the long running production jobs, which were running for over an hour and causing SLA misses, by fine tuning the queries and changing the algorithm in order to improve the performance. * Manual handling of batches and server once every couple of months during the business contingency plan mock drills. * Worked on various enhancement requests as prioritized by clients. * Involved in BCP (Business Continuity Plan) Exercises that pertain to hot Swap/Migration from Primary to Secondary Servers., validate the disaster recovery plans of the firm, provide feedback to stakeholders on the issues identified and track these issues to closure. |