

## PUNDLIK H GAHANE

Address: Sector-2 Airoli, Thane

Navi Mumbai-400708

Mobile: +91-7588880922

Email: [gahanepundlik9@gmail.com](mailto:gahanepundlik9@gmail.com)

---

### Summary:

- An **Application Support Engineer** having about **3+** years experience in Providing Level 1 support to Customer on Oracle Database, SQL, UNIX, CMS application, Banking application and APM tool.
- Team player with a passion for technology accompanied by special interest and expertise in SQL & Improving application flow processes, Supporting application.
- Sound knowledge of incident management and service now tool and ITIL process.
- Core skills are UNIX, SQL, Production Support, Incident management & reporting RBI report (daily report, weekly reports, monthly reports)
- Result oriented, self-driven, highly motivated, smart and hungry to learn new technologies, methodologies, strategies and processes.
- Aim is to take each day of work as a learning experience through hard work and dedication, understand personal goals.
- Best utilization of my capabilities and talent for the growth of the organization and at the same time adapting new technologies and learn methods for improvement of my knowledge and career.

---

### EXPERIENCE DETAILS:

**Company Name :** Qualitykiosk Technology pvt Ltd. (Feb 2023 –Till now)

**Client name:** HDFC Bank

**Role:** Application support Engineer

### Roles and Responsibility:

- Real time monitoring and Troubleshooting the issue related to application like mobile banking, Netbanking, UPI.
- Maintaining smooth workflow of the bank application and troubleshooting the root cause of performance problem.
- Diagnostics for all the Business Transaction instances across all Application servers with the help of various tools like AppDynamic, Dynatrace, OEM, HEAL, Grafana.
- Observing various modules of internet banking like Payment within bank (NB, BB, UPI, EPI, other payment services)
- Generating success ratio and providing error code.
- Co-ordinating with different teams for RCA, Analyzing various graphs and data with pattern.
- **RBI** data validation to ensure all the Transaction, login count and Transaction decline are being processed and maintain pre and post-analysis checklist/steps, for governance and reporting of (NB, BB, UPI, ATM POS, and IMPS) data for PMO and VP level using Excel data analysis.
- Maintain blackout request for all TXNS IDS of mobile banking and netbanking during activity.
- Trouble shooting errors, checking jvm health, cpu utilization of different application.
- Checking netbanking and mobile transaction error and solve the issue with the help of

respective team.

- Handling the DR and PR drill activity for Mobile banking, Netbanking and UPI.
- Responsible for sending health status mail of Application.
- Hands on experience on application like Appdynamics,Dynatrace,Grafana, OEM, database and Elastic.
- Responsible for assigning Priority 1/ Priority 2 incidents.
- Create incident related performance analysis and generating IR report for review by IT management.
- Escalates complex problems to higher level of expertise within organization along with observation from investigate and diagnose assessments.
- Maintaining the required documentation and artifacts of each activity performed aspart of the operation process.
- Performing sanity testing after deployment on production.
- Create documents of troubleshooting steps and service restoration details.

### **EXPERIENCE DETAILS:**

---

**Title:** CMS

**Company name:-** Markgenic software Pvt Ltd.( Oct 2020 To Jan 2023)

**Role:** Application Support Engineer

#### **Roles and Responsibility:**

- Providing Level 1 support to the application user
- Maintain the user management like User Creation, Modification, Deletion,and password reset.
- Service delivery within SLA and execute written scripts and SQL queries.
- Doing a small Sanity testing after successful deployment on Production
- Provide workgroup and role access to user as per requirement.
- Support functional activities, Dispatch File (Uploading Data in Database).
- CAF generation & refresh.
- Performing card management Life cycle like Registration, initiate, activate,issuing, lock and unlock.
- Hot listing and De-hot listing of PAN process, Verification and validation of PAN process.
- Validating Application upload file and summery file as per vendor specification.
- Generating Emboss file for logical printing.

### **EDUCATION:**

Exam	College	Board/university	Percentage/ CGPA
B.E.	Priyadarshani Institute of Engineering and Technology	Nagpur university (RTMNU)	67.45%
HSC	Saraswati Vidyalaya and Jr.College	Maharashtra state Board	77.50%

SSC	Saraswati Vidyalaya Arjuni/Morgaon	Maharashtra state Board	82.61%
-----	---------------------------------------	-------------------------	--------

### COMPUTER LITERACY :

---

- **Technologies:** SQL and UNIX Commands.
- **Operating System:** UNIX, Windows XP, Windows 7 etc.
- **Database:** Oracle 19C,
- **Tools:** SQL developer, Putty, FileZilla, Service now, Winscp version 5.21  
Dynatrace, Appdynamics, Grafana, OEM, Elastic, Heal, Appson, UIM (server monitoring), Excel

### PERSONAL DETAILS:

---

<b>Name</b>	:	Pundlik Hariram Gahane
<b>Marital Status</b>	:	Unmarried
<b>Gender</b>	:	Males
<b>Nationality</b>	:	Indian
<b>Languages Known</b>	:	English, Hindi and Marathi

I hereby declare that the information given above is true to the best of my knowledge and belief.

Date:  
Place: Mumbai

Signature  
Pundlik Gahane