

Deepak Mahadev Pawar

Application Support Engineer

✉ pawarm.deepak@gmail.com ☎ 7208542636 📍 Kalyan

🧩 OBJECTIVE

To develop myself as a better Professional by Continuous Learning and To Utilize the Knowledge & Experience Gained, Towards the Achievement of Organizational Goals.

👤 PROFILE

- Currently Working As Application Support Engineer with **Technotron Softech Pvt. Ltd**
- Total Working Experience is **2.5** yrs. As Application Support Engineer.
- **L1** Support for SQL, Database and UNIX Technologies as an Application Support Engineer.
- I have knowledge of **LINUX BASIC COMMANDS** and **SQL DDL, DML, DRL,DCL,TCL,Basic SHELL SCRIPTING, SET OPERATORS, CONSTRAINTS, JOINS**, SUB- QUERY, INDEX, STORED PROCEDURE, FUNCTION, VIEWS.
- Excellent problem solving team, and time management skills.
- Resolving an application related queries, Tickets and User service request within **SLA**
- Resolving issues based on the Ticketing system (Service Now).
- Sending Daily Reports and Health checks to client about application availability.
- Monitoring jobs and Support day-to-day batch for all system applications.
- Part of **ITIL** guidelines activities.

👤 SKILLS

Languages

- SQL
- PL/SQL
- LINUX
- UNIX
- Basic SHELL SCRIPTING

Operating system &

Tools

- Microsoft Windows
- Linux
- SERVICE NOW
- CONTROL-M
- WINSCP
- PUTTY
- SQL SERVER MANAGEMENT STUDIO

DBMS PACKAGE

SQL SERVER 2014

core competencies

- HTML
- CSS

EDUCATION

Bachelor of Engineering from Mumbai University with scored 6 CGPA in 2019

Diploma in from MSBTE with scored 61% in 2016

SSC from Maharashtra Board with scored 67% in 2012

PROFESSIONAL EXPERIENCE

07/2021 – 10/2023 **Technotron Softech Pvt. Ltd ,Pune.**
Pune, India Application Support Engineer

10/2023 **National Stoke Exchange Ltd,BKC**
Mumbai Application Support (SA)

PROJECTS

Project : Loan Information Management

This project is Responsible for reducing the gap between Bank or Financial Institutes And Loan Borrowers.The main Objective Of this Project is to Handel All the details of Loans in the Bank. Customer can easily apply fro a Loan through our application, All the verification process is done online through this application and Once the loan is Approved Customer Can Track their details online through this Application. This System provides All details of Customers, Their Loan Details, EMI Details, Rate Details etc. The Relationship Manager can easily track All Customer Details using this Application.

Roles And Responsibilities

- Providing **L1** Support to the Application.
- Providing support to client on 24*7 basis.
- Execution of DDL and DML statement in SQL server to analyze and rectify issues.
- Monitoring Jobs scheduled on Control-M Tool.
- Provide on call Support.
- Sending daily reports to client about application availability.
- Monitoring Health Checks (CPU and Memory Utilization) for the applications & the components.
- Checking Email Alerts, Notification mails & any tickets and acknowledge them.
- Resolving application related queries and issues based on the Ticketing System.
- Sharing daily status report to higher managements.
- Part of the **ITIL** guidelines activities.
- Weekly meeting with client to discuss the **WSR** (Weekly Status Report) for ongoing issues and escalations.



DECLARATION

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

Deepak Pawar

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