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Root Cause Identification | Preventive Measures | Tracking to Implementation | Service Improvement | Client Operational Support | Troubleshooting | Leadership | Project Management | Team Building | IT Support Executive

Application Production Support

Summary:

- Supervision and technical leadership to manage production support team on day-to-day basis to oversee SLA metrics
- Strong problem solving, analytical, priority setting, facilitation and multi-tasking skills
- Drive and work closely with change, build and infra teams to improve application stability and future enhancements / upgrades
- To provide on call support for any escalations/major incidents
- Work closely with business and development partners to improve LPL service delivery
- Refine existing monitoring processes and methods to improve issue detection; be able to identify patterns and anomalies that may affect stability, performance, or incorrect data
- Develop measurement criteria and KPI and tools to monitor and drive continuous improvements
- Work closely with client operational support teams to provide guidance on application support, respond to operational issues and develop tools to improve operational support capabilities
- Communicate regularly with management on team, support and/or project status, escalate issues as needed
- 12.5+ years of total IT experience including Application Support
- Strong technical and troubleshooting skills in multiple technology domains
- Excellent analytical, and problem-solving skills
- A focus on customer satisfaction, demonstrating initiative, self-motivation, and a keen attention to detail
- Ability to work on multiple assignments, prioritize, and resolve issues in a timely manner within a high-pressure environment
- Ability and experience in managing customer expectations and drive consensus among team members

Education:

SIES College, Navi Mumbai, India

Jul 2007

- Bachelors of Science in Information Technology

Certifications:

- Microsoft Azure Admin training

Aug 2021

Technical Expertise

- **RDBMS:** SQL, PL/SQL, UNIX
- **Database:** Oracle 8i/9i, MS-Access
- **Operating System:** Windows98/2000/XP, UNIX
- **Tools:** Comverse IN, Clarify, Toad, MS-Office, Remedy

Work Experience

Application Support Engineer

Nov 2018 – Feb 2020

Tech Mahindra Americas Inc, St Louis, MO

- **Project:** ATT Nitrous Mobility Care (ATT)
- **Mass Data Entry:** MDE is used to perform bulk changes to large number of accounts or services.
- **Personal Development Tracking System:** It manages and stores all the details of ATT call center employees.
- **Optical:** It stores the contracts details of ATT with multiple vendors.
- **Catalyst:** It is a reporting tool that tracks and manages credits and adjustments.
- **Technology:** Oracle SQL, Linux & Windows Servers, Web logic, Shell Scripting, Tomcat, Wildfly and Unix Shell Scripting
- **Tool:** Toad for Oracle, Putty, Jenkins, CentOps, BMC Remedy, Nagios
- **Databases:** MySQL, Oracle 11g.
- **Application Server:** Weblogic, JBoss, Tomcat
- **Responsibilities:** Applications Administrative Tasks and troubleshooting issues.
- Working on production support, attending production calls, troubleshooting business critical issues encountered in day-

to-day functioning.

- Providing technical support, detecting defect and bugs, providing solutions and fixing bugs & defects.
- Resolving customer incident regarding like (Report not accessible, OTP not receiving).
- Developing PL/SQL, Unix scripts, scheduling & monitoring cron jobs.
- Attend urgent and instant requests by various users in a vibrant and demanding environment.
- Supporting Deploying RFC (Request for change) in production environment on regular basis.
- Repository migration from Dev environments to prod environments.
- Health check for the components & monitoring the applications.
- Manage and monitor server tasks and components.
- Production Server troubleshooting by log file analysis
- Research, troubleshoot and respond to client questions. It should cover every aspect of various software application.
- Regular document research and perform actions based on that research.
- To ensure quality production support to end users based on global 24 x 7 managed service model.
- To work with various IT infrastructure teams like DBA, Network team, Web Server team, UNIX Team, Windows Team and other technical architects.

Application Support Engineer
Tech Mahindra, Pune, India

Jun 2015 – Nov 2018

- **Project:** Thunderbird Support BOA PricerD (**AT&T Services Inc.**)
- Thunderbird Support BOA project consists of billing, payments framework of 56 critical applications within AT&T.
- In order to provide better services to their customers, AT&T uses an application called PricerD. The PricerD tool getting used by Pre-Sales to facilitate pricing for ASE/ADE products.
- This PricerD application enable sales users to create and generate best possible opportunity/solution and generate a rate letter to be presented to customers for their proposal and counter signing.
- **Languages:** SQL, Shell Scripting, Unix
- **Databases:** Oracle RDBMS 10G/9i.
- **COTS:** ROME (Revenue and Opportunity Management Environment), Pricer-D Application, Q Enterprise Messenger, Microsoft Outlook 2010.
- **Incident Management Tool:** BMC Remedy
- **Responsibilities:** It is a support project and the domain is Telecom.
- I have involved in pro-active coordination of the issues raised by business users.
- Interacting with owners and users who reported the trouble to get the information about the problem, and to perform the initial investigation for the same.
- Creating trouble ticket (in AOTS remedy tool) and involving different teams (COE, ST, Development, etc.) to achieve resolution of the problem or to provide a potential work around to users/clients.
- Keep track of all the raised issue till closure so that a long-term resolution is in place (if applicable).
- Finding out the root cause (RC) for the issues and performing the root cause analysis (RCA) to avoid and mitigate re-occurrences of similar errors.

Officer, BSS VAS - Configurations/Operations
Reliance Tech Services Pvt. Ltd., Navi Mumbai, India

May 2012 – Jun 2015

- **Responsibilities:** Handling End to End Operations for VAS Services.
- Configuration of Inhouse VAS Services.
- Validation and testing of VAS Services.
- Ensuring proper functioning of Subscription Manager (Subapp) for VAS Products.
- Toggling and Parking for CRBT, SMS Pack and GPRS Plans.
- Resolving VAS Pack related issues which includes Subscription, Renewal, Unsubscription and Resubscription.
- Root Cause Analysis for Disputes Related to Revenue of VAS Packs.
- Responsible for Various IN Operations (COMVERSE).
- UAT of Different Services of Reliance after preparing test cases.
- Reconciliation of data between various systems.

- Report generation using SQL scripts and Excel.
- Performing the user acceptance testing with business team for the implementation of business requirements.
- **Project:** Subapp
- Subapp is a subscription application manager for various VAS services
- **Responsibilities:** Configuration of inhouse VAS packs, SMS Packs, GPRS Plans.
- Ensuring proper functioning of subapp by monitoring schedulers and various operational parameters.
- Handling issues related to Subapp. Doing RCA for service-related Issues and interacting with the concerned technical team for rectification and testing.
- Various IN operation like Alco attachment and waiver posting in case of issues impacting the subscribers. Generating revenue reports using Excel, UNIX and SQL.
- **Project:** Operational Support Activities
- **Responsibilities:** Having knowledge of basic Server Monitoring activities.
- Configuration and testing of VAS Services for Reliance Communications.
- Generation and Analysis of Revenue Reports for business teams using SQL scripts and Excel
- Testing of various Services of Reliance.
- Reconciliation and RA validation regarding MACD, VAS, rates and revenue related term.
- Root Cause Analysis for Disputes Related to Revenue of VAS Packs.
- Responsible for various IN Operations.
- Remedy incident ticket management, helpdesk tickets based on SLA.
- To prevent Revenue Loss by identifying System Leakages.
- Credit posting as per Promotional Offers (ALCO, PC, Bucket wise credit, Validity etc.) and Monthly Credits.

Desktop Support Engineer
Reliance InfoStream Pvt. Ltd, India

Sep 2010 – May 2012

- **Project:** IMSG
- **Platform:** Windows 9x, 2000, 2003, XP
- **Tools:** REMEDY to log Calls, keep Records, making Reports. Net meeting, vnc, dameware to handle the pcs remotely.
- **Responsibilities:** Reliance End Offices include Reliance (General Insurance, Web World, Communications).
- Responsible for providing High Level of IT Support to Dhirubhai Ambani Knowledge City and all the end offices of Reliance all over India.
- Supports involves any problem regarding Lotus Notes, Active Directory: Password Reset, Account unlocking, Account creation etc., Internet & Intranet, Software Installation / Uninstallation and Printer.
- Handling Various Tools Such as Clarify, Thin Client, Remedy, etc. and any other problem while using Desktop or Laptop by the user.

Jr.Programmer
Ideal Soft Tech, India

Sep 2009 - Sep 2010

- **Project:** ERP (OPENBRAVO) based.
- **Responsibilities:** Installation and Configuration of Ubuntu, Java Eclipse, Ireport, Openbravo ERP on Ubuntu. Worked on Production, Sales, Purchase, Warehouse and Finance Module of Openbravo ERP. Backend used is postgresql.
- Taking daily backup of database. Creating and customising various modules as per client requirement. Knowledge of Jasper Reports and it's integration in Openbravo ERP.
- Designed and configured website for Omega Chem Laboratories in Flash.

Technical Support Engineer
PCS, India

Sep 2008 - Dec 2009

- **Responsibilities:** Receiving and handling queries of users and logging the calls in software.
- Assigning the calls to engineers. Maintaining daily, weekly, monthly call record. Handling Escalated calls of users etc.

Technical Support Engineer
CMS, India

Jun 2007 - Sep 2008

- **Responsibilities:** Receiving and handling queries of users and logging the calls in software.
- Assigning the calls to engineers. Maintaining daily, weekly, monthly call record. Handling Escalated calls of users etc.