Curriculum Vitae

Nikhil Sunil More

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**Carrier Objective:-**

To build career with dynamic and professionally managed organization and to reflect high standards of performance making optimum use of my skills in any assignment given, thereby ensuring organizational and personal growth.

**Personality Traits:**

* Dedicated, determined and diligent by nature.
* Possess effective communication skills with equally competent analytical and logical ability.
* Possess an ability to work in a team.
* Team player & lateral thinker with positive attitude.
* Ability to embrace new tools and technologies with ease and to seamlessly integrate skill sets into life cycle of project implementation.
* Strong analytical, interpersonal, debugging and problem solving skills with good understanding of system development methodologies and techniques.

**Technical Skills:**

* Operating System : Windows 98, 2000, 2007, XP, Linux.
* Ticket raising tools : BMC Remedy, zendesk, JIRA.
* Databases : MS SQL Server
* Scripting Language : HTML
* Programming Languages : C, C++ and Core Java

**Experience details:**

1. **NEARBY TECHNOLOGIES PVT.LTD (payroll)**

Domain : Digital Banking & Payment

Duration : Since 11 Feb 2021 to 9 Feb 2022

Designation. : Technical Support engineer

**Roles and responsibilities:**

1)monitoring IMPS/NEFT transactions of **DMT** (direct mony transfer) process by using admin portal , monitoring **AEPS**(addhar enabled payment system) transactions Process flow by using SQL queries.

2) monitoring system infrastructure and application performance by using Datadog tool.

3) posting transactions manually which is success but not reflected in transaction report by using **Postman** tool.

4)co-ordination with Partner banks if found transactions are going time-out and refund.

5)providing support for bank switching and vendor switching

6) Resolving issues highlighted by L1 team using **zendesk** mailing tool.

7)Raised production issues with development team using **JIRA** tool for issue tracking purpose.

8)maintained KT documents and trained the new joinee people.

9)Maintain document for production bug /fixes and shared with the team.

10)provide all product transaction reports to business team on daily basis.

11)fetching the Logs from DB through **datadog** tool or **snappy flow** if any production issue reported.

1. **INUBE SOFTWARE SOLUTION PVT.LTD(payroll)**

Domain. : Insurance

Client. : SBI General Insurance

Duration **:** Since 2 march 2020 to 24 Dec 2020

Designation. : L2 Support engineer

**Roles and responsibilities:**

* Providing continue maintenance and possible bug fixes.
* Co-ordinate with system parameter and development team to finalize design and confirm requirement to reach the goal.
* Creating stored procedure for repetitive task. revising,updating,creating and improving stored procedure.
* Creating temporary table and generating script for production.
* Adding/updating data as per requirement of user.
* Resolving issues highlighted by L1 team using ticketing tool.
* Maintaining the masters as per data given by client.
* Suggested possible changes in application to deploy on production.
* Providing Different type of reports as per requirement of client and agents.
* Helping agent to understand the functionality of portal.
* Creating agents by using DML statement and solving user related queries.
* Create and maintained project documentation.
* Creating and maintaining KT documents along with issue description and root cause analysis.

3) **INDUSIND BANK.LTD(payroll)**

Domain. : Banking

Duration : Since 7th Dec 2015 to 24 Feb 2020

Designation : Team Executive- Technical Support

**Roles and responsibilities**

* Regular discussion with SDG/ Business stake holders for improvement, issue closure.
* Experience in Incident management and Change management.
* Proficiency in MSSQL, job scheduling and new job creation in MS platform.
* Scheduling monitoring and troubleshooting jobs via SSIS.
* Checking of System Parameters and Checklist of daily uploads
* Work towards the TAT adherence issue resolution.
* Make SQL queries for Talisma post up-gradation project.
* Assessed, documented, and resolved user issue via phone, email and remote sharing, reported any outstanding issue to senior.
* Implement effective user satisfaction strategies by identifying and elimination the root cause of customer problems.
* Maintain document for production bug /fixes and shared with the team.
* Providing help desk support for branches and CPU through VOIP phone & web based call.
* Provide L1 and L2 technical support for resolving branch user queries and Co-ordinate to vendor team for application related issues.
* Providing MIS reports by querying to backend database as per required by business on day to day basis.
* Providing support for MS patch activity and DR activity.

**Applications Handled:**

* IWORKS (Imagination ,Workflow System)
* TALISMA CRM (Customer Relationship Management)
* SARAL (Insurance)

**Academic Qualifications:-**

|  |  |  |  |
| --- | --- | --- | --- |
| *Name of degree* | *Name of institute* | *Passing of year* | *Percentage of marks* |
| *B.SC IT*  *(Sem V-VI)* | ***D.G Ruparel college*** | ***2014-15*** | **55.02** |
| *B.SC IT*  *(Sem IV-III)* | ***D.G Ruparel college*** | ***2013-14*** | **58.53** |
| *B.SC IT*  *(Sem II-I)* | ***D.G Ruparel college*** | ***2012-13*** | **53.93** |
| *H.S.C* | ***M.D college*** | ***2011-2012*** | **52** |
| *S.S.C* | ***Social Service leauge*** | ***2009-2010*** | **79.82** |

**Project handled:**

**Project#1: Automation ID Creation Project**

**Application: Talisma (customer relationship management)**

**Role** **:** Production support.

**Duration** **:** Oct 2017 to Dec 2017

**Team size** **:** 3

**Environment** **:** Windows

**Description:** The Indusind bank is one of the largest bank in India. The bank serves million clients and has 50,000 employees worldwide. It provides personal and commercial banking, wealth management, insurance, investor service and capital markets products and services on a global basis. Here in this project we have automate talisma ID creation process, all user id create in automate on server in daily basis those want to access of talisma, in previously we create each id in manually whenever we receive user id creation tickets raise by user, in that case we create all the ids of current days in automate at one time in server on daily basis and also automate branch mapping, work space sharing and report sharing to user id after id creation process.

# Personal profile

Date of Birth : 11-11-1994

Gender **:** Male

Nationality **:** Indian

Marital Status **:** Unmarried

Languages Known **:** English, Hindi and Marathi

Hobby **:** Playing cricket, carom.

**Declaration:** I hereby declare that all the information furnished above is true & complete to the best of my Knowledge.

**Place: Mumbai (**Nikhil More)