**Nikhil Naik**

Mobile: 9975549177

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**Career Objectives**

Seeking a responsible and challenging career where I can utilize and improve my learning and get opportunity to work on other latest technologies.

**Professional Experience**

An IT professional having 6.3 years of experience in Production and applicationsupport profile.

* Currently Working with Boku Inc as Application Support Engineer since November 2019.
* Earlier worked in C - EDGE Technology LTD (Tata Consultancy Service-SBI Enterprise) as a Production Support Engineer from January 2015 to July 2019.

**Projects – Gateway and Carrier Billing**

Nov 2019 to Till

Role – Application Support Engineer

Organization – Boku Inc.

Technology – Linux, Oracle, API Payment

* Tools – Jira, Sumologic, Redshift, Zabbix, AWS

Roles and Responsibilities -

* Monitoring Daily Application Store API transaction for Apple Store and Google Play store.
* Performs system monitoring, troubleshooting and status reporting. This includes investigation of medium to highly complex technical issues requiring some degree of business application understanding.
* Participates in infrastructure maintenance (e.g. scheduling, coordinating and performing some system maintenance)
* Proactively acts on issues and works with the development team on resolving them in the short and long term. Makes recommendations on process improvements and enhances system documentation for lower level of support (Level 1 and Level 2)
* Monitoring alerts using Zabbix and Nagios tools and following SLA.
* Creating jira ticket and escalate to concern team.
* Setting up cron jobs for the user to deploy scripts on production servers.
* Monitoring system resources, logs, disk usage, scheduling and monitoring backups and restore.
* Handling payment gateway application and support to the global carriers and merchants.
* Working on mysql database and handling database.

**Projects – Production Support Team**

Jan 2015 To July 2019

Role – Production Support Engineer

Organization – C - EDGE Technology LTD

Technical Skillset – Unix, SQL, Basic of shell scripting, RDBMS

Tool – Putty, Autosys, HP Replication, HP Data protector, Bionix

Roles and Responsibilities -

* To perform update table .
* Exporting and importing data from one server to another sever.
* To Perform EOD/SOD Operations within the defined time slot to meet the SLA.
* Batch scheduling and monitoring of production jobs.
* Interacting and follow-up with clients for their queries and requests.
* To make ensure that server has the enough space available at any given point of time in the entire region.
* Involved in data restoration process in case of a mishandling of data occurs.
* To generate and push all the reports to the banks server on daily basis.
* To perform Mock Activity for the Month, Quarter and year-end, supporting in DR Drill.
* To monitor ATM, NEFT, RTGS interfaces.
* Coordinating with Network Team.
* Taking scheduled Backups using HP Data protector, manual UNIX exports.
* To follow the escalation Matrix to raise awareness of Production issues and UAT Support. To follow Change Management.
* KT sessions and training to new joiners.

**Education**

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| --- | --- | --- | --- |
| **Degree** | **Percentage** | **Year** | **University** |
| BE (Computer Science) | 63.00 | 2014 | Mumbai University |
| Diploma (Computer Technology) | 67.93 | 2011 | Maharashtra Board |
| SSC | 55.56 | 2007 | Maharashtra Board |

**Personal Details**

* Birth : 15th April 1991
* Address : Bhitare Ali, Wagholi, TAL:-Vasai, Dist:-Palghar, Post:-Nirmal (401304)
* Marital Status : Married
* Languages known : English, Marathi, Hindi

**Declarations**

I hereby declare that the above particulars are true to the best of my knowledge and belief. I assure you that I will abide by the rules and regulation of the organization.

Date:

Place: Signature