**PRATHAMESH SURYAKANT DONE**

🖂: Swami Samarath Krupa house-555/191 A, Bhairavnath Nagar, kusgaon (bk), Lonavala-410401,

🕿:+918308536254/ +917021427278 🖳 [pratudone39@gmail.com](mailto:pratudone39@gmail.com)

Current location- Koparkhairane, Navi Mumbai



**APPLICATION AND IMPLEMENTATION SUPPORT PROFESSIONAL**

Seeking a challenging career with a leading organization across Banking & IT sector that would help me cultivate and nurture my skills with an opportunity to display my talent and become an asset to the organization



**PROFILE**

* A competent IT services professional with a bachelor’s degree in Electronics and telecommunication engineering, offering over 6 years of experience across the industry. Currently spearheading as Application support engineer Level 02 Grade with BNED LoudCloud System.
* High-performing professional with experience in managing banking operations, customer satisfaction, coordinating with other branches; consequently, achieving and providing high standard customer services.
* Motivated and goal driven with a strong work ethics, continuously striving for improvement coupled with excellent administrative aptitude with an eye for detail and the commitment to offer quality work.
* Highly analytical and detail oriented in approach with strong ability to adapt and handle risk operating outside comfort zone.
* Articulate communicator who can fluently speak the language of both people and technology, blending technical expertise with interpersonal skills while interacting with the cross-functional teams & customers.

**PROFESSIONAL EXPERIENCE**

**BNED LOUDCLOUD SYSTEM** Since 27-04-2020 tilldate

***Senior Technical Support Engineer***

***(Education Domain) Production*** Environment

* + Ensuring effective front-end and back-end functionality of applications.
  + Handling Severity 1 issues and joining bridge calls for the same.
  + Handling Applications data issue by executing SQL queries on the MySQL database.
  + Handling Atlassian Jira tickets of all products at L2 level.
  + Supporting Order management system (OMS) issues.
  + Hands on a SAP Hybris tool.
  + Hands on a AWS services ATHENA, EC2,S3 buckets, Cloudwatch.
  + Restarting the MySQL and tomcat services during outage.
  + Handling login issue of different Product by Updating database.
  + Hands on Installation, configuration, and Troubleshooting of Webservers (Apache Tomcat).
  + Hands on a basic shell scripting of Logs deleting and services restarting.
  + Monitoring server activities and through Nagios.
  + Monitoring and running failed AWS Jobs.
  + Monitoring and reporting Ecommerce sites Health issues through Dynatrace.
  + Monitoring database services through Monyog tool.
  + Scheduling Cron jobs for logs deleting and restarting the java applications and services.

AVHAN TECHNOLOGIES PVT.LTD since 17-Dec-2018 to 26-APR-2020

***Application and Server Support Engineer***

***Project Assignments:***

COCO by DHFL General Insurance (Cloud Telephony (VoIP))

***(APACHE TOMCAT WEB SERVERS) Production*** Environment

* + Provide accurate information regarding deployment, operation, and maintenance of servers.
  + Created and configured database replication(master-slave).
  + Daily Monitoring the database backups on the server.
  + Deploying the application patches and Rollback the same on server.
  + Monitoring server activities and performance through Nagios.
  + Scheduling Cron jobs for logs deleting and restarting the java applications and services.
  + Executing SQL queries and update and drop store procedure in MySQL database to resolve issues.
  + Maintaining daily server reports regarding space and utilizations of memory.
  + Installation, configuration, and Troubleshooting of Webservers (Apache Tomcat).
  + Handling on floor login issue of agent on different modules by executing SQL queries on MySQL database.
  + Co-ordinate with the production team to explain the issue cause.
  + Restarting the application services and tomcat services during outage.
  + Writing a basic shell script for various application purposes.

PREVIOUS ENGAGEMENT

**NELITO SYSTEMS LIMITED (A TATA GROUP COMPANY)**  since 02-03-2017 to 07-12-2018

***Application Support Engineer***

***Project Assignments:***

***Allahabad Bank CBS Project Office (Bancs24 Application)***

* + Liaising and coordinating with branches to ensure smooth functioning of banking activities during customer hour.
  + Handled teller login, Closing, opening cash drawer, switching of vault teller, updating Queues by executing SQL queries on the oracle database for smooth functioning.
  + Adept in troubleshooting technical and system issues and provides online application support to resolved functional queries.
  + Solved Oracle errors getting from different scenario while logging, passing queues, updating queues etc.
  + Installed Biometric devices for logging and EKYC purposes.
  + Instrumental in communicating with branches regarding new changes in operational activities and customization and implementing the same in banking software.
  + Responsible for ensuring properly BOD (Begin of Day) and EOD (End of Day) process for branches.
  + Administration of Windows based application servers (2003).
  + Hardware support for CBS Branches (Branch Server Installation & Setup, Printer Installation).
  + Recreated and updated database in the event of database failure.
  + Joining the server and client machines on the ALB banking domain.
  + Executing SQL queries on oracle database for creating, Alter and updating table.
  + Installation of Exim Bills Software as required by client.

**TRIDAT TECHNOLOGY PVT LTD**  since 28-AUG -2016 to 23-JAN-2017

***Manual tester***

***Project Assignments:***

* + Analyzing the Requirements from the client
  + Participating in preparing Test Plans
  + Preparing Test Scenarios, test cases
  + Defect Tracking.

**ACADEMIC CREDENTIALS**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| BE in E&TC (2011-2016) | | | | | | |
| Year | | Institute | Course Duration | | | Percentage (%) |
| BE | | SKN-SITS, Lonavala. | 2015-2016 | | | 56.86 |
| Diploma(E&TC) (2008-2011) | | | | | | |
| Year | | College | Course Duration | | | Percentage (%) |
| 3rd | | N.M.V.P, Talegaon Dabhade | 2010-2011 | | | 65.27 |
| H.S.C (2008) | | | | | | |
| Class | | School/College | Course Duration | | | Percentage (%) |
| XII | | K.B.P college, Vashi, Navi Mumbai | 2007-2008 | | | 58.33 |
| S. S. C. (2006) | | | | | | |
| Class | School/College | | | Course Duration | Percentage (%) | |
| X | R.F.Naik high School, Navi Mumbai | | | 2005-2006 | 73.60 | |

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Operating System -** | Windows server 2003/2012, Linux (RHEL7) |
| **Application Packages -** | Bancs24, Cloud telephony, Ecommerce. |
| **Databases -** | MySQL, Oracle10/11g,postgreSQL |
| **Banking Software -**  **Network** | Financial Network Solution (B@NCS-24)  Basic CCNA |

**KEY SKILLS**

* + MySQL Database
  + SQL Queries
  + Linux (RHEL 7) Commands
  + Basic AWS S3, EC2, Athena
  + Banking Domain.
  + System Implementation & Rollout.
  + Team Player.
  + Creative Problem solving and Decision Making.
  + Ability to work under pressure.
  + Inquisitiveness to learn new things.

**PERSONAL DETAILS**

Date of Birth : July 3rd 1990.

Languages Known : English, Hindi and Marathi

Hobbies : Writing, Listening Music and Internet Surfing

Gender : Male

Marital Status : Married

Nationality : Indian

References : Available on Request.

**DECLARATION**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place:

Date:

(**PRATHAMESH S. DONE**)