Mobile No – 8291214636

E-mail id - prashantpansare31@gmail.com

**Prashant Dashrath Pansare.**

BSc.IT.

# CAREER OBJECTIVE:

# To secure a challenging position where I can effectively contribute my skills as Software Professional,

# Possessing competent Technical Skills.

**A C CO M P L I S H M E N T S:**

Having **4.2** years of Experience in **Application** **Production Support** working with **AADS TECH SERVICES**

**PRIVATE LIMITED**. Resolved production & support issues accurately within a short span of time. Strongly

Involving in Database and Linux. Having Supportive, Innovative, Hardworking and Decision-making qualities.

# WORK EXPERIENCE DETAILS: 4.2 Years

* A result oriented professional with more than 4 years of total experience in IT with Production Support.
* Good Knowledge with monitoring on control-M tool.
* Good Experience in L1 & L2 application support engineer.
* Core skills are UNIX, SQL Production Support.
* Possess extensive knowledge of Ticket Monitoring Tool Remedy, Control M.
* An effective communicator with excellent relationship management skills and strong analytical, problem

Solving & organizational abilities.

* Good basic knowledge in sql insert update delete queries.
* Good and expertise knowledge writing/ using SQL queries.
* Exceptional communication, collaboration & team building skills with proficiency at grasping new

Technical concepts quickly and utilize the same in a productive manner.

* Good Command Knowledge of UNIX.
* Good Knowledge in Shell scripting.

|  |
| --- |
| **Software Proficiency:** |

|  |  |  |
| --- | --- | --- |
| Tools | : | ICINGA, Grafana |
| Database | : | Oracle |
| Operating Systems | : | LINUX |
| Ticketing Tool | : | BMC Remedy, Netcool, Introscope |

# ACADEMIC DETAILS:

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Board/University** | **Year** | **Percentage** |
| BSc. IT | Shri Bhausaheb Vartak Arts, Commerce and Science College, Mumbai | 2013 | 62% |
| H.S.C | Shri Bhausaheb Vartak Arts, Commerce and Science College, Mumbai | 2009 | 66.50% |
| SSC | Chogale High school, Mumbai | 2007 | 68.30% |

# PROFFESIONAL EXPERIENCE:

* **From January 2018 to Present:**

Database : Oracle 12c, UNIX

Team Size : 7

Role : Application production Support Engineer

**Project Description:**

Working for the client KPN, object is Bill / PDF generation and E2E delivery

**Responsibilities**:

* Conducting system study coordinating with team members for maintenance & support.
* Core skills are SQL, Basics of PLSQL and UNIX.
* Understanding the Requirements and Functional Specifications of change request.
* An effective communicator with excellent relationship management skills and strong analytical, problem solving & organizational abilities.
* Application Production support Monitoring & Trouble shooting.
* Application Production support Monitoring & Trouble shooting.
* Providing L1 , L2 Support for production issues reported by customer
* To make sure that all servers and applications are running fine i.e. health status is green.
* Good experience in Application Production support
* Responsible for handling of incidents within SLA , providing RCA (Root Cause Analysis)
* Managing Outages and incident issues
* Managing the technical bridge
* SQL Database maintenance activity
* Working on Production and Non-Production, outages and priority issues
* Monitoring CPU Utilization and Memory Utilization and there alerts
* Change Request creation, managing, working and task implementation.
* Job Scheduling and monitoring on CONTROL-M.
* Troubleshoots batch job problems to identify which job-step failed, identify root cause, fix the problem, and restart the job
* Ensure proactive measure to avoid errors/issues & escalations.
* Working on PRODUCTION Priority issues.
* Representing the team in production change management meetings, outage calls Impact assessment meetings for production changes.
* Escalating the issues to the development and higher-level support teams for further assistance if needed.
* Extending post-implementation, application maintenance and technical support to the client.
* Always meet the SLA guidelines

# 

# PERSONAL PROFILE:

* + **Name :** Prashant Dashrath Pansare**.**
  + **Date of Birth :** 31st July 1991.
  + **Location :** Mumbai.
  + **PAN No :** BAEPP1068E
  + **Aadhar No :** 50946756244
  + **Marital Status :** Married.

# Place: Pune Prashant Dashrath Pansare

**Date: (Signature)**