

## MOHAMMED GOUSE BELGAUM

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Place: Bangalore, Karnataka

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### **Professional Synopsis:**

- **5.10 years** of professional experience in **L3, L2 application production support with ITIL process**. In the area of windows and web in house ERP applications.
- Good hands-on experience in ServiceNow, BMC Remedy ticketing tool. And possessing knowledge on Incident management, service management, problem management, change management, knowledge management.
- Hands on experience on MS SQL SERVER 2012, VSTS, TFS, Visual Studio 2015, ORACLE SQL.
- Gained functional knowledge on Procure to Pay systems.
- Completed **B1 level certification in German Language** and also completed B2 level course in German language from **Goethe Institute-Max Mueller Bhavan Bangalore**.
- Possess excellent verbal and written communication skill in German and English language and having professional experience in facing end users and clients.
- Having a good hands-on experience on production issues, like troubleshooting and resolving incidents, root cause analysis, process improvement ideas, maintenance activity, On-call support, etc.
- Possess excellent interpersonal, presentation and analytical skills with demonstrated abilities in customer relationship management.
- Having the ability to work independently and as a part of a team and directly with clients.
- Having the ability to work on the multiple applications, based on the different regions like APAC, EMEA and US.
- Enthusiastic to learn new technologies and be productive in any technical role.
- Ability to facilitate the business interactive sessions with business end users & clients in analysing the requirements and feasibility check.

### **Experience:**

- Currently Employed as Application Support Analyst in the Technology Services Division of **KOCH GLOBAL SOLUTIONS, INDIA, PVT. Ltd**, BANGALORE, since April 2021-till date.
- Formerly Employed as Associate Consultant in the Technology Services Division of **CAPGEMINI INDIA PVT. Ltd**, BANGALORE, since April 2017-April 2021.

### **Skill Set**

- L3/L2 application production support with MS- SQL Server 2008, 2014,2017, T-SQL, C#, IIS Server, ADO.Net, Service Now, BMC Remedy tool.
- Good hands-on T-SQL and Data Base Objects.
- Analysing SSIS packages, and data flow.

- Tools & Utilities: Visual Studio 2015, BMC Remedy.
- Operating System: Windows 2008, windows 2010, 2011.
- Foreign Language: German Language expert (Cleared B1 level certification) and Completed B2 level course.

### **Projects:**

#### **Current Project:**

##### **Title: SSP and IT**

- Organization: **KOCH Global Business Solution**
- Role: Application Support Analyst
- Tools: SQL Server Management Studio 2018, Oracle SQL Developer, ServiceNow, SAP ARIBA.
- Duration: 28-04-2021-Till Date
- Team Size: 3

#### **Roles and Responsibilities:**

- Understand Procure to Pay cycle and resolve production issue with Purchase Orders, Goods Receipts, Invoices.
- Monitor the queue in Service Now and assign the tickets within OLA and resolving them within SLA
- Performing detailed analysis by reading the business logic from Stored Procedure and validating the date by writing the SQL queries.
- Providing recommendations for enhancement to Development team, by doing 5 why analysis.
- Cross team collaboration with middle ware, Supplier enablement, accounts payable and Invoice management teams.
- Hosting the daily stand up with team and finding the possible solutions for road blocks.
- Preparing knowledge articles and publishing them in SNOW.
- Proactively sharing and seeking the knowledge and filling the knowledge gaps among the team.
- Preparing SQL queries for receipts repush and data extract request from the users.

#### **Previous Projects:**

##### **Title: Ryder Systems**

- Organization: **CAPGEMINI India Pvt Ltd.**
- Role: Business applications L3 support Engineer.
- Tools: Visual Studio 2008, 2010, 2012, 2015, 2017, SQL server 2008, 2014, 2017, Red gate SQL Search.
- Duration: 04/05/2020-27/04/2021

**Roles and Responsibilities:**

- Working on analysis of SSIS Packages, which brings the data from DB2 to SQL server.
- Working on analysis of stored procedure, functions, views
- Working on Workday reports, which are generated through JOBS, monitoring of the Daily/Monthly/Weekly SQL-JOBS, and trouble shooting in case of failure.
- Working on deploying .Net applications on IIS server, analysing server issue (database and applications) in production and staging environment.

**Title: ERP-application**

- Organization: **CAPGEMINI India Pvt Ltd.**
- Project Name: Confidential
- Role: Business applications L2/L3 support and enhancement engineer.
- Environment: C# .Net, MS SQL Server 2008, Windows 2008. Duration: 18/08/2017 to 31/04/2020
- Team Size: 6

**Roles & Responsibilities:**

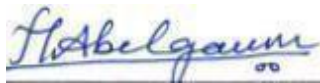
- Analysing the incidents, finding the solution and fixing them from backend Data Base, by analysing Store procedures, views.
- Interacting with business users for requirement gathering.
- Trouble shooting on incidents and preparing Knowledge Object Document.
- Proposing the process improvement ideas and implementing the same, to fix the recurring INCIDENT.
- Following the change request process, to implement the changes in production environment.
- Understanding the functionality/business logic of the application, to fix the issue ASAP.
- Co-ordinating between end users and vendors of the application.
- Performing Database backup before new version deployment, UAT, sanity checks and hyper care post deployment.
- Managing the cross-team collaboration and creation of task to the corresponding team from BMC remedy tool.
- Handling the escalation smoothly and proactively.
- Attending the daily stand-up meetings, maintaining the proper records of tickets and resolving them within SLA.
- Providing the user access to application, based on their roles. Fixing the issues based on the different modules for ex: Contract module, Procurement, Store, Mill production etc.

- Resolving the High and Critical priority tickets, issues on PO, PR, three-way match, invoice entry, WIP, Pivot issues, ODBC connection issues Data mismatch, by analysing the code, SP, and views, fixing it by DML queries.
- Preparation of application over view/KT documents.
- Attending the KT session from application SME (subject matter experts from client side), and explain the same to other team members.

**Educational Qualification:** B.E, in EEE with 70.4% of aggregate from Visvesvaraya Technological University (VTU) Karnataka.

**Personal Information**

- Date of Birth: 14<sup>th</sup> May 1994
- Languages Known: English, German, Hindi, Kannada, Urdu.
- Personal Skills: Good presentation skill, good verbal and written communication skill, team coordination, interactive.
- Ability to work under stress, handle the complex situations smoothly, good functional knowledge.

A handwritten signature in blue ink, reading "H. Abelgaum", with a small mark below the name.