

VIJAY KATHOLE

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SUMMARY

- I have experience as a Team-Shift Companion. I possess extensive experience in effectively managing client online databases, ensuring adherence to Service Level Agreements (SLA) for both productivity and quality, adeptly handling project scheduling to meet deadlines, resolving transactions with precision and efficiency while maintaining high-quality standards, proficient in documentation management and following project guidelines, demonstrating strict adherence to organizational policies and procedures as well as process protocols, consistently driving productivity, and implementing quality assurance measures.
- With my experience and background in application production support, I leverage my Linux operating system knowledge and Oracle database management skills to provide effective SQL Plus proficiency, coupled with strong troubleshooting abilities, incident management, and exceptional customer service skills.
- Hands-on experience with Linux commands and networking monitoring.
- Knowledge of created incidents, SLA, troubleshooting, identified Jobs root cause, and working systems detect issues in the Hadoop environment, such as jobs failures, data node issues, or performance degradation. Proficient in Linux command-line interface (CLI) for Hadoop cluster administration and maintenance.
- Executed Linux commands to manage and monitor Hadoop cluster nodes and admin nodes, including starting and stopping services, checking service status, and monitoring resource utilization.
- Experience with executing Hadoop-related commands for cluster monitoring, configuration, and troubleshooting. Working on Big data and Analyzing Hadoop Cluster tools including Hive, Spark, Icinga, App view-x, Mcs, Splunk, and Putty.
- Knowledge of Linux file system operations and permissions management is relevant to Hadoop environments.
- Monitor and optimize the performance of the Hadoop cluster. Troubleshoot and resolve issues related to the Hadoop Cluster.
- Knowledge of setting up secure shell (SSH) access and applying access controls using Linux commands to protect Hadoop cluster resources.
- Proficient in technical, communication, analytical, and problem-solving skills, with a demonstrated ability to collaborate effectively across diverse backgrounds and troubleshoot efficiently.
- Good knowledge of Hadoop Architecture and various components such as HDFS, Jobs tracker, Task tracker, MapReduce, Oozie , Spark stages.
- Good knowledge of Linux and VMware.
- I am proficient in incident management tools such as PagerDuty, leveraging its functionalities to promptly identify, prioritize, and resolve critical issues within the system

WORK EXPERIENCE

M3BI - A Zensar Company • Hyderabad • Full-time

- I am working on Big Data project for American express through M3BI -A Zensar Company, Hyderabad as Software Engineer.

Software Engineer • 2022 - Present

- Demonstrated amazing teamwork and aid as a Shift Companion, fostering camaraderie and cooperatively love amongst team members at the same time as making sure clean operations andmore desirable performance.
- I have consistently maintained a track record of zero customer escalations related to delivery.
- I have consistently resolved tickets within the contractual SLA. Reduced ticket resolution time by 20%,leading to improved customer satisfaction.
- Helped address client issues and resolve problems by troubleshooting and fixing critical bugs thatimproved overall customer satisfaction by 15%.

EDUCATION

- M.Sc. in Computer Science | S.R.T.M University, Nanded
- B.SC. in Computer Science | D.S.M College Jintur.

CERTIFICATIONS

- Full Stack Course- Java | Seed Infotech Pvt Ltd, Pune
- Red hat Linux (RHCSA & RHCE) | I vertex Technology, Pune
- Data Fabric Security and Services Layout- HPE | M3bi, Hyderabad

AWARDS & SCHOLARSHIPS

- Excellence Spot Award | M3BI - A Zensar company • 10/2023

PROJECTS

Student Alumni Database | S.R.T.M University Feb-2022

- The main aim of the project is to build an interaction between alumni, admin and the students a system that will be able to manage alumni data of a college and provide easy access to the same.

Travelling Agency | D.S.M. College, Jinture March-2020

- This travel project includes some travel facilities such as registration, search, display, modification, delete etc.
- This software searches the client data which is store in the record. The software is used for arranging travel services, provide new and improved services, and identify travel related cost savings.

SKILLS

Big Data, Hadoop, Pager Duty, Linux/Unix Operating System Knowledge, SQL Plus Proficiency, Java, HTML, CSS, Troubleshooting Abilities, Incident Management, App view-x, Confluence, Client online database management, Hadoop, Technical Support, Administration, Data, Icinga, Incident, ITSC, ITSM, ITIL, MapReduce, Mcs, MySQL, Oracle SQL, Problem-solving, Process adherence, Quality assurance, ServiceNow, SLA adherence, WinScp, Spark, Hive, MapReduce, Oozie, Splunk, Putty.