SANDESH   BALU BIRANJE

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Contact No. 9119535295,7066534066

PROFESSIONAL PROFILE:

Experienced Production Support Specialist with a strong background in SQL, incident management, and ensuring system availability. Proficient in analyzing complex problems, identifying root causes, and providing timely solutions.

PROFESSIONAL EXPERIENCE:

Application Production Support Engineer,
Net Business Solution.   19 Oct 2022 – Present
  - ➢ **Customer**: **IDFC First Bank**
  - ➢ **Application**: **FINNONE, CAS/LOS & LMS**

Description: -

IDFC Ltd., **a leading infrastructure financing company primarily on project finance and mobilization of capital for private sector infrastructure development**. They offer a diverse range of financial products and services across retail, corporate, housing and infrastructure finance sector as well as mutual fund products and investment services. IDFC Finance is having around 8 applications related to loan disbursement to collection of EMI's. Application named Finnone is used for disbursement of loan and collection purpose Application is working in JAVA as front end and Oracle 19c as backend.

Responsibilities:-

- ✓ Providing database support for CAS & LMS application related issues and production support.
- ✓ Examine and analysis of application logs.
- ✓ Provide data as per user request to create SQL queries.
- ✓ Provide application support for user queries .
- ✓ Working and coordinating with L3 team for resolution of issues.
- ✓ Resolving issues reported by users in the Service Now portal. FinnOne Application Production issue.
- ✓ Analyzing L1 issues reported by the user and providing Clarification to user.
- ✓ Connect with the vendor team for solving Critical issues.
- ✓ Taking Application logs for solving issues.
- ✓ Responding to escalated issues and following up with the vendor team and L2 Team.
- ✓ Working on Create, Update, Insert, Delete, Joins and Sub queries in SQL.

ACADEMIC

Bachelors of Computer Science -- Shivaji University, Kolhapur (2019-22)

12th Board HSC – R. K. Jr College Gadhinglaj (2018-2019)

10th Board SSC – Shree Shivray Highschool Nandanvad (2016-2017)

SKILLS

- PRODUCTION SUPPORT
- INCIDENT MANAGEMENT
- SQL QUERYING AND OPTIMIZATION
- SYSTEM MONITORING
- APPLICATION SUPPORT
- DATABASE MANAGEMENT (PLSQL,ORACLE)

TOOLS

- **TICKET MANAGEMENT** – ServiceNow
- **MONITORING Tool** – Dynatrace
- **DATABASE –** PL Sql & Oracle 19c

Strength
- Capability to adjust to new field & learn the emerging technology.
- Ease in working in new platform & environments.
- Value deadline & responsibilities.

Languages

English

Hindi

Marathi

"*I hereby declare that the above information's are true to best of my knowledge*"