

**Name: Mihir Rajiv Rege**  
**Mobile No. 9137920677**

## PROFILE SUMMARY

- Professional with 2 years and 3 months of experience in IT Infrastructure.
- 1.5 years of extensive hands on experience in Salesforce.
- Possess Good Communication skills and Corporate Business Etiquette.
- Experience in Incident, Change, Release , Test and Release Management.
- Effective Communication Skills along with Critical Thinking Skills.
- Ability to work under pressure and meet targets within specified SLA.

## EDUCATION

- Bachelors in Computer Science                      Mumbai University                      Dec 2013
- Masters of Science (Computer Science)      New York Institute of Technology      May 2019

## TRAININGS AND CERTIFICATION

- ITIL Foundational Professional
- Google Analytics Certification
- Masters Course in Tableau 10 & 2020 for Business Intelligence
- Alteryx Bootcamp
- Excel Data Analytics
- Devops : CI/CD with Jenkins using Pipeline and Docker

## EMPLOYMENT HISTORY

Capgemini India Pvt Limited      (India)	Apr 2014 - Aug 2015
Change Healthcare      (USA)	Aug 2019 – Feb 2020

## TECHNOLOGY AND APPLICATIONS

- **Programming Languages** : C, C++, Java, F#, Python
- **Web Technologies** : HTML, XML, CSS
- **Database** : MS Access, My SQL, Oracle, Firebase
- **Operating Systems** : Windows , Mac, Linux.
- **Tools** : BMC Remedy Workforce, Tableau, Weka tool, Salesforce Lightning , Tableau, Alteryx.

## PROJECT DETAILS

**Client:** Change Healthcare

**Project Duration:**  
Aug 2019 – Aug 2020

**Technology & Tools:**  
*Salesforce Lightning, BMC Remedy Workforce, SQL, Git, Ansible, Puppet, Jenkins, Tableau Tool for data analytics, Jenkins, Docker, GitHub.*

**Project Brief:** GTOC Project for NYU Hospitals, Pharmacies, Medicalims

**Role:** IT Operations Engineer

**Responsibilities:**

- Provided Subject Matter Expertise regarding regulatory strategies and applications.
- Used best practices and knowledge of identifying production issues and implementing integrations that meet the customer needs.
- Collaborated with Business analyst and Major Incident Managers to understand project requirements, customer expectations and timeline.
- Performed Root Cause Analysis for production errors and Developed scripts to automate visualization.
- Deployed update and fixes to reduce occurrences of errors and improve customer experience.
- Worked on Salesforce Lightning Platform and used BMC Remedy Force Tools.
- Deployed packages and Change Requests on the Remedy Force Systems for various Healthcare systems, pharmacies, Medicaid's improving the efficiency of the system.
- Dealt with critical data pertaining to the healthcare information of elite clients.

	<ul style="list-style-type: none"> <li>• Dealt with critical data pertaining to the healthcare information of elite clients.</li> <li>• Maintained GIT workflows for version control</li> <li>• Developed and Maintained CI/CD pipelines for code deployment using Jenkins</li> <li>• Provisioned servers and deployed features using Ansible/Puppet</li> <li>• Experience in handling multiple large scale infrastructure releases (Database, Server Patching, Netscaler)</li> </ul>
<p><b>Company :</b> Capgemini India Pvt Limited</p> <p><b>Project Duration:</b> April 2014 – August 2015</p> <p><b>Technology &amp; Tools:</b> BMC Remedy Workforce, SQL, Linux Servers, Service Now</p>	<p><b>Project Brief: Infrastructure Division Project for Banking, Financial Clients located in USA and UK.</b></p> <p><b>Role:</b> System Associate</p> <p><b>Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Provided ITIL based Information Technology Service Management (ITSM) knowledge and expertise to our clients and stake holders based in the US and UK.</li> <li>• Implemented Patches and Upgrades for the ITSM environments on Development, Testing and Production Environment.</li> <li>• Prepared spreadsheets to ensure accurate data availability for the decision makers.</li> <li>• Prepared system performance statistics and generated weekly server reports.</li> <li>• Multiple Remedy Environment report generation and performing server restarts.</li> <li>• Responsible for testing the ITSM tickets on multiple environment and handling incident, change and problem management tickets for ticket resolution.</li> <li>• Defined process and rolled out tools in the areas of requirement management, design, configuration management, build and deploy using testing tools, templates and procedure.</li> <li>• Implemented Excel Macros on Spreadsheets for Data Cleaning</li> </ul>

## PERSONAL DETAILS

- Date of Birth : 1<sup>st</sup> October 1992
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