

Aniket Dupare

Nagpur, Maharashtra

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Work Experience

Operation Executive

Yalamanchili Software Exports - Nagpur, Maharashtra

July 2019 to Present

L1 support, Transaction analyst, production support, ticket tool, Service desk help, client coordination, chat support, Supporting US Banks through backend processes, like doing transactions settlement, matchoff, generation of reports through backend and frontend, handling service desk for raising tickets according to clients requirements, RCA, SLA, EOD, CMS Alert Monitoring ETC..

Project Name: Exim Bank, Rabo bank, Sodexo Meal Card, Shell, Weswap, Barcylas, Cashu, Indus

- Database Security Management and User Management
- Planning for Production Storage and capacity management
- Trouble shooting and resolving database issues
- Establish and maintain backup, restore and recovery processes.
- Skilled in performance tuning and optimization, using native monitoring and troubleshooting tools
- Knowledge of Linux system administration skills
- Monitor and tune performance of MongoDB Databases
- Evidence collection in support of audit deliverables
- In case of transaction failure, following the escalation matrix and informing

the same to the respective teams. ?

Preparing the MIS Reports on daily basis. ?

Coordinating with internal departments and clients. ?

Communicating issues via appropriate department contacts. ?

Providing the 1st level analysis or temporary solution for the issues.

- Monitoring application components.
- Resolve complex application and technical problems.
- Global support and includes weekend availability to troubleshoot production related issues and perform checkouts.
- Ability to work both independently and in groups in an energetic, diverse environment.
- Debugging the system and fixing the production related issues.
- Escalate / follow-up on permanent fix for development related issues.
- Build monitor tools for production environments.

- Responsible for Linux server installation, maintenance, monitoring, data backup and recovery, security, and administration
- Understanding of clusters, distributed architecture, container environment
- Experience in networking, including Linux, software-defined networking, network virtualization, open protocols, application acceleration, and load balancing, DNS, virtual private networks.
- Knowledge of several middlewares such as MySql, Apache, etc.,
- Responsible for managing networked storage
- Disaster Recovery and Incident Response Planning
- Configuring/monitoring firewalls, routers, switches, and other network devices

Education

Bachelor's in B in com

G S college - Nagpur, Maharashtra

July 2013 to August 2016

HSC in General

Maharashtra State board

June 2011 to April 2013

Secondary(10th Pass) in SSC

May 2004 to May 2011

Skills / IT Skills

- Sql (2 year)
- Mis Executive (1 year)
- Electronic payment system (2 year)
- Ms office (2year)

Languages

- Marathi - Expert
- English - Intermediate
- Hindi - Expert