RESUME

**ANEESH BHATI**

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# CAREER OBJECTIVE: -

Having a keen desire to work in an environment that offers an impartial opportunity for continuous learning and professional development and to obtain an ambitious position to an organization where my potential and capacity can be practiced in the best mode.

# PROFESSIONAL QUALIFICATION: -

* Bachelor of Technology in Electronics & Communication from UPTU (2010-14)
* Class 12th Passed from KV Noida, CBSE board (2010)
* Class 10th Passed from KV Noida, CBSE board (2007)

# EXPERIENCE: -

**1 Technical Delivery Lead in Veebrij Software. Working for Tollring an UK Product based MNC from May 2019 till now.**

## JOBS RESPONSIBILITIES: -

* Providing L2&L3 support to end user on email, JIRA Ticket etc raised by operations, resolving the same with RCA within the signed SLA.
* Troubleshooting of the issue, in case of any blackened changes required to fix same, raising same with the concern developer to have a hotfix.
* Deploying hot fix on UAT for Testing Team to proceed with the checks.
* After successful testing, deploying patch or hotfix on production environment after taking downtime from the customer and sharing the release notes.
* Tracking record of all reported issues, on daily Support-Development call and ensuring closing within SLA and deliver it to costumer.
* Installing and deployment of Binaries on client servers as a setup.
* Setting up High Availability for application and services. Migration of Application in case of any Disaster.
* Ownership of Problems/Issues/Defects Ticket until Resolution.
* Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization.
* Delivering regular and customised training to teams and clients within the business.
* Collaboration with Development and QA teams on required application changes and support.
* Assist in developing and implementation of deployment plan and Release Notes.
* Create and maintain technical as well as deployment documentation.

**2 Associate System Engineer in Campus Management Corp. On project of PMKVY (Pradhanmantri kaushal vikas yojna) govern by NSDC (National Skill Development Corporation) From March 2017 to May 2019.**

## JOBS RESPONSIBILITIES: -

* Supporting on all PMKVY Applications and queries based on the scheme raised on mails or Tickets.
* Identifying and reporting bugs and procedure failure with development team and following same until closed.
* Testing functionality of application manually before getting delivered to client.
* Tracking record of all reported issues, on daily Support-Development call and ensuring closing within SLA.
* Carry out regression testing every time when changes are made to the code or procedure to fix defects.
* Monitoring System functioning to ensure system operation according to the specifications.
* Delivering regular and customised training to teams and clients within the business.
* Dealing with all grievance raised by scheme users.
* Ownership of Problems/Issues/Defects Ticket until Resolution.
* Monitor the metric alerts, performance related issues like high CPU utilization, Application performance, high Memory utilization, Application tuning and Query tuning.

3. **NOKIA SOLUTION AND NETWORK SEC-62 NOIDA. In Tools Team as Software Engineer. On the Payroll of ALTRAN TECHNOLOGIES INDIA PVT LTD from Jan-2016 to March 2017.**

 **JOBS RESPONSIBILITIES: -**

* Providing L1& L2 Support to Global Tools. Web based, desktop-based tools. used by operation IN Telecom domain.
* Providing Application support to user as well as Following TMS (Ticket Management System) Trouble Ticket raised by operations, resolving the same TMS with RCA (Root Cause Analysis) with in SLA.
* Debugging production issues and providing containment / permanent resolution within the SLA. Keeping record of bugs and discuss same on daily call with development team for closing.
* Continuous monitoring of Alarms and SMS sending application.
* Database Performance Tuning, Database Security, Promoting Process Improvement, Problem Solving.
* Improving the effectiveness of the database tools and services.
* Data migration, making sure the information is protected and backed-up.
* Backend changes in tool via (Insert, Deleting, and Updates) in Database.
* Monitoring and reducing Application and DB Server load.

# TECHNICAL SKILLS

* (My SQL, SQL Query, MSSQL SERVER MANAGEMENT STUDIO "2012","2014", POSTGRACE SQL)
* Operating System Windows 7, 8,9,19. Linux etc.
* CRM-Customer relationship management, JIRA,Zoho,Servicenow.
* IIS (Internet Information Services).

## PERSONAL STRENGTHS

* Achievement oriented with excellent people management skills and ability to manage change with ease.
* Strength in problem solving, co-ordination and analysis.
* Quick learner, Good Team Player, Multitasking.

**PERSONAL DETAILS:**

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| --- | --- | --- |
| Name  | :  | Aneesh Bhati  |
| Father’s Name  | :  | Sh Chander Pal Bhati  |
| Marital status  | :  | Married  |
| Language known  | :  | English & Hindi.  |

 Hobbies :Reading Newspaper, Reading about Indian Politics.

 Total Experience : 5 yrs.

**DECLARATION**

I hereby declare that all the information given above is true and correct to best of my knowledge and belief.

DATE:

PLACE: Noida

 (ANEESH BHATI)