

Pravin Changdev Gaikwad

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CAREER SUMMARY

Master of Computer Science with around 5.8+ years work experience in Telecom domain for multiple roles like Production Support, Application Support, CRM, IT Operations Support, Team Management, Incident, Problem and Change Management.

- Currently I am associated with **Amdocs India PVT.LTD as a System Analyst** since **15th Apr-2019**.
- Worked with **Trejara Solutions** (De-merge of AurionPro Solutions) as Associate Operation (**Application & Production Support**) for **IBM India Pvt. Ltd (Vodafone Project)** since **8th May-2017 to 12-Apr-2019**.
- Worked with **Global thought Infotech** as **Software Engineer (Application Support)** since **Dec 2015**

COMPETENCY FORTE

- Competent professional offering around 5 years of experience in Telecom Applications & Production support, CRM, Managed Services, IT Service Operation Support, Team Management, Incident, Problem and Change Management.
- Client oriented and problem-solving approach.
- An assertive individual with Good Team management and liaison skills.
- Ability to work both independently and in Team environment with multiple tasks simultaneously.
- Positive attitude towards learning new things and acquiring more knowledge.

AREAS OF EXPERTISE

- Application & Production Support, Application Troubleshooting, Resolutions, RCA, Managed Services, Data Centre Operation, Operation & Maintenance and Team Management.
- MS-SQL, Windows Servers MY-SQL, PL-SQL Oracle, Linux, UNIX.
- Incident Management, Problem management and Change Management, IT/Telecom Operation support, Vendor and Clients Relations, Report/MIS Management.
- Have good knowledge of, Jenkins, Git, Ansible.

TECHNICAL EXPERTISE

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|---------------------|--|
| Operating Systems | : UNIX, AIX, Windows 2000/ 2007/NT/98/95 and WinXp. |
| Technologies | : SQL, UNIX.Linux, micro-services, kafka, couchbase |
| Scripting Languages | : HTML, SHELL SCRIPTING, YAML |
| Database | : Oracle 9i - Express Edition |
| Tools | : HP OM(Alert Monitoring), AppDynamics, Putty, MobaXterm, Win-SCP, |

BMC Remedy, Perforce.

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| DevOps Tool | : Jenkins, Git, GitHub, Ansible |
| Domain Expertise | : Telecom and also have good knowledge on ITIL Process. |

QUALIFICATIONS

2012-2014: Master of Computer Science from **Tuljaram Chaturchand College, Baramati** affiliated to **University of Pune**.

Status: Passed with 60%

2008-2011: Bachelor of Computer Science from **Tuljaram Chaturchand College, Baramati** affiliated to **University of Pune**.

Status: Passed with 59.05%

2007-2008: Shree Shivai Vidhyalaya Bavada, affiliated to **Board of Maharashtra**.

Status: Passed with 60.50%

2005-2006: Shree Shivai Vidhyalaya Bavada, affiliated to **Board of Maharashtra**.

Status: Passed with 58%

PROFESSIONAL EXPERIENCE

1) AMDOCS INDIA PVT.LTD

DESIGNATION : SYSTEM ANALYST

PROJECT: USING SQL AND LINUX.

DURATION: - 15-APR-2019 TO TILL DATE

PROFILE: - Working as **SYSTEM ANALYST** to support MEC/CPQ applications & troubleshooting, monitoring logs, Incident, problem & change management, escalations and client communication.

RESPONSIBILITIES :-

- Review request from rally tool and implement request in MEC application.
- Creating Hot-fix id using AMC-HF tool
- Deploying created HF's in local environment through AMC tool and validating changes in DB.
- Review fixes and creating CRQ for deployment.
- Run job through Linux server and make tar to deploy in production
- Check failure in logs if any Jenkins job failed.
- Handling weekly/monthly pre-prod / production deployments and support sanity in case any issue.
- Monitor startup logs while server coming up after deployment.
- Using Linus and SQL commands to support and maintain application/server health.
- Support release, DR and HA activities
- Support On-Call on weekend.

2) TREJHARA SOLUTION

CLIENT: IBM INDIA PVT. LTD (VODAFONE INDIA)

DESIGNATION: ASSOCIATE OPERATION (APPLICATION SUPPORT)

PROJECT: BILLING USING SQL AND UNIX.

DURATION: - 08TH MAY 2017 TO 12-APR-2019

PROFILE: - Working as Associate operation (Production and Application Support) to Manage Telecom Application (Amdocs Billing) for our Client as a part of **Electronic Billing** team along with handling daily billing operation activities, application management & troubleshooting, Incident, problem & change management, escalations and client communication.

RESPONSIBILITIES :-

ELECTRONIC BILL PRINTING AND PRESENTATION:

- Managing Daily Operation followed by keeping track on EBPP application, Live bill, Pre & post Bill activity with the help of Unix, Shell Scripting and SQL.
- Accurate & timely execution of Flat Files to completed billing process.
- Executing PS generations, IGH, Data Population, Web release process which is the part of our billing.
- Performing End to End EBP activities and their resolutions as per business requirement.
- Coordinating with different teams like CRM, EAI, SARM, Middleware, Wintel, Vodafone NOC etc. for solving various issues related to bill view.
- Ensure correct and timely resolution of all Incidents/Problem tickets for our Client within SLA by following ITIL Process along with handling RFC's, Escalation and daily operational Activities.

- Excellent skills in business application support, problem solving skills with a strong technical background and good interpersonal skills & customer relational skills.
- Generating Key Performance Indicator (KPI) Report, Daily, Weekly and Monthly Delivery Reports Including Incident tracker, application dashboard and Documenting MIS.
- Taking ownership of handling and resolving all Critical, Major, Medium and Low priority Incidents.
- Perform pre billing activity for all circles to generate sample bill for analysing before executing live bill.
- Performs and manage daily operation activity which includes live Bill-Run for Vodafone India.
- Performing pre and post billing activities along with troubleshooting and incident resolutions.
- Taking Backup of all Old bill data and records and providing this all records to Backup team to keep it safe for future as per data backup compliance.
- Remarkable in supporting Linux/Unix & Windows production support environment and Expertise in analysing and resolving production issues.

3) GLOBAL THOUGHT INFOTECH

DESIGNATION: SOFTWARE ENGINEER (APPLICATION SUPPORT)

PROJECT: MY SUVIDHA APPLICATION

DURATION: -DEC 2015 TO MAR 2017

PROFILE: - Working as Software Associate (Production and Application Support for **My Suvidha Application** team along with handling daily billing operation activities, application management & troubleshooting, Incident, problem & change management, escalations and client communication.

RESPONSIBILITIES :-

- Logging issue – Worked on Manage Engine Tool to log cases and maintaining updated status for each case in timely manner. Issue Tracking, Analysis and Resolution management
- Remote solution – Used Citrix Online Tool for remote access and providing technical support for primary solution, Solving application level & system level issues to run business smoothly
- Install, configure and administer the SQL Server enterprise software and instance
- Also handled implementation activities & online support for onsite engineers
- Perform database health check and accordingly executing basic SQL queries
- Worked on Select, Update, Truncate, Drop & Rollback commands
- Execution of backup & recovery procedures to maintain database health
- Finding root cause of issues & escalate it to technical team if required
- Interacting with end users & Client and understanding CR Action (Modification Requirement in Application) cases.

PERSONAL DETAILS

- **Father's Name** : Mr. Changdev Sadashiv Gaikwad
- **Gender** : Male
- **Marital Status** : Married
- **Date of Birth** : 05th Jan 1991
- **Strength** : Team working, Hardworking, Disciplines, Regularity
- **Languages** : English, Hindi, and Marathi
- **Mobile** : +91-9767470980/8208847629
- **Passport No** : U1263611
- **Notice Period** : 60 days

Date : / /2021

Yours Faithfully,

Place : Pune

Pravin Changdev Gaikwad