SANGITAGURUDATTA

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6, Saraswati Tenements, Mahesana, Gujarat 384002,

Mobile: 9925007106

E-Mail:sangita_ccmca@yahoo.com

PROFESSIONAL SUMMARY

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Experienced senior Technical Support Specialist with high skilled in troubleshooting Software and application related concerns for the in-house teams and company's major Clients. Ready for a new position in IT where in-depth knowledge of Analyst and troubleshoot and solution will be utilized and appreciated. Bringing over 9+ years of experience in Software Application Product troubleshooting on technical equipment, and ability to perform all of the basic database management skills of data administration, web connectivity to ensuring computer systems run smoothly and fixing any problems as quickly as possible, Versatile Principal Consultant proficient in IT and highly effective at maintaining tight schedules, Adept at leading teams and devising strategic plans for diverse customer requirement. Ability to coordinate processes required for implementation of applications and systems to meet business and communication needs. Keen ability to effectively manage relationships between users, strategic leadership, and third-party vendors. Strong technical skills with ability to quickly learn new software and hardwaretechnology.

WORK HISTORY

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JANUARY 2013-AUGUST 2020

Senior Technical Support Specialist | IKYA Human Capital Solution (AGS Transact Technologies Ltd) | Ahmedabad, Gujarat

- Handled and assisted in the resolution of high priority Production issues by reviewing **large server logs** and thousands of lines of **application code and Postgresql Database and other** SQL Server and SQL applications, and overall architecture and databaseanalysis.
- Assisted in application releases, projects, and system maintenance for **WebSphere Apps, Linux/Unix,MSSQL , and MySql Databases**.
- Support for web and client based applications, file and data feeds, and batch processes to prevent impact to the business.
- Working in team of L2 Support as Senior Technical (Application) Support Executive providing resolution of highly critical issues Plans and coordinates the administration of PostgreSQL databases to ensure accurate, appropriate, and effective use of data, including database definition, structure, documentation, long range requirements, and operational guidelines for quick remediation using **SQL Server query,SSH,Winscp,telnet,** and data analysis.

- Providing live assistance to OnSite Engineer at stores during installation of store equipment, re-imaging of software, and upgrade of the entire store to newer version of NewPOS or mPOS and monitoring the application to ensure timely delivery of update to the store centrally Like everyday offers and new promotion of brands, Sales order issues,Credit note issues. Patched software and installed new versions to eliminate security problems and protectdata.
- Proving L2 support for HRMS DataBase and Reflexis web application that maintain HR Records and real-time work platform helps retailers drive simplification for stores and improved line-of-sight for field management resulting in significant time savings, precise execution, and a superior customer experience. Resolved a diverse range of technical issue across multiple systems andapplication.
- Proactively identify, troubleshoot and resolve live database systemsissues.
- Monitoring PostgreSQL database using the standard monitoring tools like Nagiosetc.
- Experienced in administering and maintaining medium enterprise database servers on Linux servers.

MAY 2011-DECEMBER 2012

Application Support Specialist | Bhilwara InfoTech | Ahmedabad, Gujarat
- Investigated and corrected problems with peripheraldevice.
- Query optimization and troubleshooting, Scheduled maintenance activities tovacuum, analyze to improve the query responsetime.
- Managed system wide operating system and software deployments, as well as any relatedupgrades.
- Interacted with clients to resolve issues and answer software relatedquestions.
- Created support documentation that empowered and enable user community to extend skills, leverage system features and find resolutions to question without intervention from support team.
- Supported business development and sales leaders by educating end users on technical system.

NOVEMBER 2010-MAY 2011
Assistant Programmer | Jay InfoTech Pvt.Ltd | Mahesana, Gujarat

- Maintain existing applications and designed and delivered newapplication.
- Maintained and updated Software andDatabase.
- Developed code fixes and enhancements for inclusion in future code released andpatches.

NOVEMBER 2009-November 2010
Assistant Programmer | CyberQIndia Pvt.Ltd | Mahesana, Gujarat

- Worked as Assistant Programmer to resolve various problems, improve operations and provide exceptional user service.
- Development team communication and information about project with DB2 database on Linux.

NOVEMBER 2007-DECEMBER 2008

Assistant Programmer | I.A.P InfoTech Pvt.Ltd | Mahesana, Gujarat

- Support and maintain database for application, run routine reports to provide management information on necessarymetrics
- Train end-user on application supported by ITS to facilitate adoption oftechnologies.

APRIL 2007-NOVEMBER 2007

Software Engineer | PCB Programming services |Mahesana, Gujarat

- Adjusted software parameters to boost performance and incorporate new feature for meeting customerneeds.
- Inspected equipment and assessed functionality and optimizedcontrols.
- Produced advanced code for diverseapplication.

FEBRUARY 2006-MARCH 2007

Junior Software Engineer | Vayak Infosys | Ahmedabad,Gujarart

- Developed for Credit co-operative society application in VisualFoxPro
- Gathered and defined customer requirements to develop well-organized project plans based onspecification.

TECHNICAL SKILL

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Programming Skill :	C , XML, HTML,Visual Basics, Javascript ,FoxPro,IIS,BMC ToolKit,SSIS,SSRS,SSAS
Operating System :	Unix,Linux,Windows,DOS
Database :	MSSQL,MySql,Postgress,SQL Server,DB2,RDBMS,
Application :	NewPOS,mPOS,HRMS,Plutus,Reflexis,
Network :	SSH,TelNetVNC,Vmware,

PROFESSINAL SKILL

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- Technical issueanalysis
- ApplicationSupport
- ProblemResolution
- SoftwareDiagnosis
- Dataanalysis

- Data Privacyapplication
- Technical Specificationcreation
- Technical documentcomprehension
- BugTracking
- Systemanalysis

EDUCATION

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MASTER IN COMPUTER APPLICATION : 2002-2005

Saurashtra University, Rajkot

- Professional development completed in Computer application

Bachelor of Commerce:1998-2001

- Hemchandracharya North Gujarat University, Patan,Gujarat

PERSONAL DETAILS

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DATE OF BIRTHS	08/09/1979
GENDER	Female
Known Languages	English,Hindi,Punjabi,Gujarti
Marital Status	Single

REFERENCE

Mr.Prashant Sharma	Mr. Nilong Patel
DIO,NIC	Reporting Manager,AGS Transact Tech.
Mehsana	Ahmedabad
Contact :8000015068	Contact:9998746408

I here declare that all th e information provided above is best to my knowledge and belief.
Thank you