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| **PREETI KHANDEKAR** | | |
| **Contact** | | **Skills** |
| Address  Phone  Email  Linkedin | Pune(Maharashtra) - 411014  +91-9769298198  [khandekarpreeti@gmail.com](mailto:khandekarpreeti@gmail.com)  [linkedin.com/in/preeti-khandekar-81640b202/](file:///C:\Users\preeti.khandekar\Documents\Custom%20Office%20Templates) | **Programming Language**   * Java * C, C++ * HTML, XML   **Platform**   * Linux * Windows   **Tools**  Middleware IBM WebSphere MQ  **DataBase**  Oracle  PostgreSQL  MySQL/ PLSQL  Sql Server  **Ticketing Tools**  Global Service Desk (GSD)  Service Now |
| **Professional Summary**  5+ Years of IT industry experience in Application support and maintenance, Windows and Linux server management, Test Environment Management, ITIL process. Team worker with good interpersonal, communication and fast learning skills. Handling customer issues and solving it. Highly adaptive to any type of work environment. Enjoy new challenges and willing to take on extra responsibilities.  **Work History**  **SENIOR SYSTEM ENGINEER,** 07/2019 to Current  **INFOSYS LTD**, Pune - Maharashtra   * Monitored production application and database support Oracle to the application system. System testing and technical migration related activities. * Involved with vendor of COTS product application to carry out enhancements. * Followed ITIL Incident and change management Process as an L3 Support analyst. * Performing patch testing activities of various applications in all the 3 environments. * Troubleshoot and resolve application , windows software related issues. * Working on Websphere MQ middleware. Performing deployment and development activity   **SENIOR SYSTEM ENGINEER,** 11/2018 to 07/2019  **SYSDATA CONSULTING LDT**, Pune- Maharashtra   * Worked on Contract to hire basis, working with Infosys, later on came to Infosys payroll as mentioned above.   **CUSTOMER SUPPORT ENGINEER,** 05/2017 to 07/2018  **NELITO SYSTEMS LTD**, Mumbai- Maharashtra   * Provided technical support to application , knowledge of SWIFT and SWIFT software messaging applications . * Provide on-call customer support and standby duties, including to support occasional system tests or technical migration related activities.   **TECHICAL SUPPORT ENGINEER,** 09/2016 to 05/2017  **CLOVER INFOTECH**, Mumbai- Maharashtra   * Provided business application technical support , Monitored production system * project deliveries, * Provided database (PostgreSQL) support to system , SQL programming and * performance tuning ,Performed javascripting.   **SOFTWARE ENGINEER,** 05/2015 to 05/2016  **TCS LTD**, Mumbai- Maharashtra  Provided business application technical  support , Monitored production system  project deliveries NEFT & RTGS Support.  Provided database (Oracle) support to system | |

**Education**

**BACHELOR OF ENGINEERING, INFORMATION TECHNOLOGY, 2014**

Shivajirao S. Jondhale College of Engineering - Mumbai University, 64.32 %

**SCIENCE HSC, 2010**

K.V.Pendharkar College ,Maharashtra Board, 64.83%

**SSC, 2008**

Manjunath Vidyalaya - Maharashtra Board, 80.76%

**Certification & Training**

CMC Job enabled java and SQL training CERTIFIED.