KALPESH SUSWAGATAM MHATRE

KoparKhairane, Navi Mumbai
Mobile No: 7021022013/9867467673
Email ID: kalpeshmhatre36@gmail.com

OBJECTIVE:

To be a part of an organization where the process of learning never ends and my imagination takes wings to unexpected heights inculcated with initiative, hard and smart work.

PROFESSIONAL EXPERIENCE:

Reliance Retail (Dec 2018 – Currently Working)

Currently working as L2 Application Support Engineer since 20th Dec 2018.

1. Solving the queries of the users using MSQL(SSMS) /Oracle DB.
2. Monitoring Central Server services and providing appropriate solutions for PAN India Issues.
3. Providing support for all Reliance Retail Stores including DC/JDC's.
4. Worked on Microsoft Dynamic AX Retail Application as well as on Microsoft AXAPTA ERP Application.

ROLES AND RESPONSIBILITES:

1. Providing Service Desk Support with solving of issues and providing the resolution.
2. Giving expert support and information to the queries raised by the end user.
3. Understanding business process and provide consultation services.
4. Daily, Weekly, monthly as well as quarterly activities such as Pushing the promotions to all the stores as well as deletion of the promotions if needed.
5. Reporting the Daily sales by executing queries in Oracle/MYSQL Server.
6. Posting the Sales Data on daily basis if any error occurred reporting it.
7. Installation of Applications in Servers as well as POS (Point of Service).
8. Server Configuration for Establishing the connection between Server and POS.
9. Server Patching, Data purging, Application Testing, Server Migration/De-Migration.
10. Configuring Schedulers, applying predefined triggers/cursors, functions as well as user data types.
11. Monitoring of the schedulers/WEB Services/Server Space as a part of daily activities.
12. Provide the training/guidance to the L1 team for quick issues resolution at L1 level.
13. Working on Critical Incidence Management such as Central Issues or Store level Billing Stop Issues.
14. Communicating with all the concerned stakeholders for the issue resolutions.

eTouch Systems the Virtusa Corporation - 1.3 Years:

Worked in eTouch the Virtusa Company from 8th May 2017 to 3rd Aug 2018 as a Technical Process Executive.

1. Using Oracle SQL 11g.
2. Worked on Linux Operating System.
3. IBM Lotus Notes and anytime service desk tool used.

ROLES AND RESPONSIBILITES:

1. Worked as Technical Process Executive at eTouch Systems using Clients data using Oracle Platform.
2. Creation of SQL queries and using Linux commands to provide Operation and critical data reports.
3. Checking Mails & Tickets on daily basis.
4. Inserting & Rating the Data provided by Client on EWOQ tool.
5. Monitor Automation Tools for Daily activity.
6. Working with reports as required by business and operations team.

QUALIFICATION:

Qualification	University	Year of Passing	Result
BE	Mumbai University	2016	60.00%
Diploma	M.S.B.T.E	2013	61.42%
S.S.C	Maharashtra State Board of Education	2009	67.53%

TECHNICAL KNOWLEDGE:

Operating Systems	Technology	Tools
Windows, Linux/Unix	DBMS	ORACLE 11g, 12g, SQL Developer, SQL Server Management Studio 2012, Anytime service desk Ticketing tool.

PROJECTS:

BE project: enhancing confidentiality and security for mobile devices.

Our System provides two-way security in which receiver has to be physically located in the location which is decided by the sender and the message to be sent is in encrypted format. We have used Geo tagging and AES Algorithm to implement this System

Diploma project: secured sharing system
Using DES algorithm, we have created a system which will secure the messages by encrypting it as well as hiding the message in the image over the LAN. For securing the messages we have used Cryptography and for securing the messages in the image we used Steganography.

TRAINING AND WORKSHOP:
1. CCNA Training for basic networking.
2. Participated in NNSC Workshop

EXTRA CURRICULAR:
1. Runner-up in Cross connect network competition.
2. Participated in project competition (Avalon).
3. Familiar with Cisco packet tracer.
4. Familiar with VMware Ecosystem.
5. Familiar with Ubuntu & Windows Ecosystem.

PERSONAL INFORMATION:
1. Date of Birth: 18th April 1994
2. Languages Spoken: Marathi, Hindi, English.
3. Marital Status: Single

DECLARATION:

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.
place:

date: **(Kalpesh S Mhatre)**