**Subhani Shaikh**

Application Support Engineer

****I aim to leverage my robust technical knowledge and exceptional problem-solving skills as an Application or Technical Support Engineer, backed by over 4+ years of experience. With a demonstrated history of delivering timely and effective solutions to customers. I am actively seeking a position where I can utilize my expertise in application support, troubleshooting, and customer engagement to drive the success of the organization while continually enhancing my skills in a dynamic and collaborative environment.****

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| **Contact**  **Address**  Pune, India 411044  **Phone**  9273439493  **E-mail**  subhanshaikh9393@gmail.com  **Technical Profile**   * Java * JavaScript * SQL * MySQL * HTML * Linux * JIRA * Microsoft Outlook * Selenium * ServiceNow * SolarWinds * ITIL * Microsoft Excel   **Competencies**   |  | | --- | | Analytics |  |  | | --- | | Team Building |  |  | | --- | | Verbal and written communication |  |  | | --- | | Problem Solving |  |  | | --- | | Leadership |   **Languages**   |  | | --- | | English |  |  | | --- | | Hindi |  |  | | --- | | Marathi | |  | **Work Experience**   |  |  | | --- | --- | | **2022-01 - Current** | **Application Support Engineer**  *Microlise, Pune*   * Gathering information regarding technical problems faced by contacts in order to diagnose issues in Service Now (SNOW) ticketing system. * Prioritizing and managing incidents appropriately, following escalation and incident management procedures.Handling 35+ tickets in queue on daily basis. * Performing post-incident activities, including Root Cause Analysis (RCA), documentation (Knowledge Base Article), and summary reporting. * Collaborating with technical teams such as DevOps and DBAs for guidance and resolution of complex issues. Training juniors techs to manage tickets, diagnose common problems and maintain workflows. * Managing Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) between internal departments and customers. * Utilizing SQL server query writing and Microsoft Excel for data analysis and reporting. * Monitoring alerts and events using SolarWinds and Pingdom tools. |  |  |  | | --- | --- | | **2019-06 - 2022-01** | **Process Specialist**  *Oristech Technologies India PVT. LTD., Pune*   * Gathered relevant information from contacts to diagnose technical problems in Service Now (SNOW) ticketing system. * Handled customer complaints and provided timely solutions and alternatives, ensuring adherence to designated time limits and following up to ensure resolution within given Service Level Agreement (SLA). * Generated and distributed multiple reports to management, such as Daily Start of Day (SOD) and End of Day (EOD) Aging Report. * Consistently achieved positive results during employee evaluations, demonstrating proficiency and effectiveness in job performance |   **Academic Details**   |  |  | | --- | --- | | **2019-06 - 2021-07** | **MSc Computer Science**  *ASM CSIT - Pune* |  |  |  | | --- | --- | | **2016-06 - 2019-05** | **BSc Computer Science**  *ASM CSIT - Pune* | |