**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**

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| Analytics |

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| Team Building |

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| Verbal and written communication |

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| Problem Solving |

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| Leadership |

**Languages**

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| English |

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| Hindi |

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| Marathi |

 |  | **Work Experience**

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| **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.
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| **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
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**Academic Details**

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| **2019-06 - 2021-07** | **MSc Computer Science***ASM CSIT - Pune* |

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| **2016-06 - 2019-05** | **BSc Computer Science***ASM CSIT - Pune* |

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