

HEMA V. KATOLE

E-mail: hemakatole1@gmail.com

Mobile: +91-9503135573

OBJECTIVE

To wrote a good position in a reputed company, and to build a challenging carrier with honest by translating my experience, knowledge, skills and abilities into value for an organization.

SOFTWARE SKILLS

Operating System	:	Windows, macOS, Linux
Databases	:	SQL Server
Languages	:	SQL, PL/SQL
Programing Languages	:	Java
Other Tools	:	SSMS 2014, Putty, Control-M, Service Now, WinSCP

QUALIFICATION

Bachelor of Engineering D.M.I.E.T.R, Sawangi (Meghe), Wardha	Summer 2021 NAGPUR University	70.33%
Higher Secondary Certificate Jankidevi bajaj college, Wardha	May 2017 Maharashtra Board	77.54%
Secondary School Certificate New English School, Wardha	May 2015 Maharashtra Board	85.60%

PROJECT

Project Title	: Warehouse Management System
Description	: This project belongs to the logistics domain in this project warehousing, transportation and billing part is covered. We provide application support for warehouse and do billing for transportation and warehousing charges.
Front End	: Java Technology.
Back End	: SQL Server 2014

Current Employer: Working at Synnex Softech LLP, Pune as an Application Support Engineer, From November 2021 to current date.

Roles and Responsibilities

- Check email Alerts, Notification mails by using MS outlook.
- Monitoring jobs by using a job scheduling tool (Control-M).
- Good knowledge of Linux operating system.
- Daily application health checks monitoring by using the script.
- Resolving the end-user tickets and user requests while maintaining SLA (Service Level Agreement) by priorities.
- Check logs in case of failure of application and escalate it further to the respective team.
- Fixing application-related queries and issues based on ticketing system.
- Check for incidents and perform incident resolution.
- Prepare and send SOD and EOD reports to clients and internal teams about application availability.
- Attend weekly client meeting and daily operational meeting.
- Prepare Incident report for all P1, P2 and P3 incident.

KEY SKILLS AND STRENGTHS

- Strong Communication and customer service
- Adaptable to different environments
- Strong belief in teamwork
- Quick learner and Flexible
- Excellent analytical and problem-solving skills
- Positive attitude towards challenges.

PERSONAL PROFILE

Permanent Address : Near mata mandir, Nagpur road, Nalwadi, Wardha
Current Address : Warje Malwadi, Ganpati Matha, Pune
Date of Birth : 10th august 1999
Nationality : Indian
Languages : English, Hindi & Marathi

DECLARATION

I declare that information submitted above is correct to the best of my knowledge and belief.

PLACE : Pune
DATE :

SIGN
HEMA V.KATOLE