

Name: Mihir Rajiv Rege
Mobile No. 9137920677

PROFILE SUMMARY

- Professional with 2 years and 3 months of experience in IT Infrastructure.
- 1.5 years of extensive hands on experience in Salesforce.
- Possess Good Communication skills and Corporate Business Etiquette.
- Experience in Incident, Change, Release , Test and Release Management.
- Effective Communication Skills along with Critical Thinking Skills.
- Ability to work under pressure and meet targets within specified SLA.

EDUCATION

- Bachelors in Computer Science Mumbai University Dec 2013
- Masters of Science (Computer Science) New York Institute of Technology May 2019

TRAININGS AND CERTIFICATION

- ITIL Foundational Professional
- Google Analytics Certification
- Masters Course in Tableau 10 & 2020 for Business Intelligence
- Alteryx Bootcamp
- Excel Data Analytcs
- Devops : CI/CD with Jenkins using Pipeline and Docker

EMPLOYMENT HISTORY

Capgemini India Pvt Limited (India)	Apr 2014 - Aug 2015
Change Healthcare (USA)	Aug 2019 – Feb 2020

TECHNOLOGY AND APPLICATIONS

- **Programming Languages** : C, C++, Java, F#, Python
- **Web Technologies** : HTML, XML, CSS
- **Database** : MS Access, My SQL, Oracle, Firebase
- **Operating Systems** : Windows , Mac, Linux.
- **Tools** : BMC Remedy Workforce, Tableau, Weka tool, Salesforce Lightning , Tableau, Alteryx.

PROJECT DETAILS

<p>Client: Change Healthcare</p> <p>Project Duration: Aug 2019 – Aug 2020</p> <p>Technology & Tools: <i>Salesforce Lightning, BMC Remedy Workforce, SQL, Git, Ansible, Puppet, Jenkins, Tableau Tool for data analytics, Jenkins, Docker, GitHub.</i></p>	<p>Project Brief: GTOC Project for NYU Hospitals, Pharmacies, Medicalims</p> <p>Role: IT Operations Engineer</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Provided Subject Matter Expertise regarding regulatory strategies and applications. • Used best practices and knowledge of identifying production issues and implementing integrations that meet the customer needs. • Collaborated with Business analyst and Major Incident Managers to understand project requirements, customer expectations and timeline. • Performed Root Cause Analysis for production errors and Developed scripts to automate visualization. • Deployed update and fixes to reduce occurrences of errors and improve customer experience. • Worked on Salesforce Lightning Platform and used BMC Remedy Force Tools. • Deployed packages and Change Requests on the Remedy Force Systems for various Healthcare systems, pharmacies, Medicaid's improving the efficiency of the system. • Dealt with critical data pertaining to the healthcare information of elite clients.
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	<ul style="list-style-type: none"> • Dealt with critical data pertaining to the healthcare information of elite clients. • Maintained GIT workflows for version control • Developed and Maintained CI/CD pipelines for code deployment using Jenkins <ul style="list-style-type: none"> • Provisioned servers and deployed features using Ansible/Puppet • Experience in handling multiple large scale infrastructure releases (Database, Sever Patching, Netscaler)
<p>Company : Capgemini India Pvt Limited</p> <p>Project Duration: April 2014 – August 2015</p> <p>Technology & Tools: BMC Remedy Workforce, SQL, Linux Servers, Service Now</p>	<p>Project Brief: Infrastructure Division Project for Banking, Financial Clients located in USA and UK.</p> <p>Role: System Associate</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Provided ITIL based Information Technology Service Management (ITSM) knowledge and expertise to our clients and stake holders based in the US and UK. • Implemented Patches and Upgrades for the ITSM environments on Development, Testing and Production Environment. • Prepared spreadsheets to ensure accurate data availability for the decision makers. • Prepared system performance statistics and generated weekly server reports. • Multiple Remedy Environment report generation and performing server restarts. • Responsible for testing the ITSM tickets on multiple environment and handling incident, change and problem management tickets for ticket resolution. • Defined process and rolled out tools in the areas of requirement management, design, configuration management, build and deploy using testing tools, templates and procedure. • Implemented Excel Macros on Spreadsheets for Data Cleaning

PERSONAL DETAILS

- Date of Birth : 1st October 1992
- Address : 204 Vandan CHS, Mitha Nagar, Goregaon West, Mumbai 400104.
- Linked : www.linkedin.com/in/mihir-rege-96219ab0