RESUME

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Career Objective

Over 4 years of rich, end-to-end Business Analysis experience in the IT and Product based industries; expertise in full software life-cycle implementation, upgrades, production support, rollout & enhancement from business analysis, testing, cut-over & migration, go-live assistance till post implementation support. Also taking a challenging role on business operations as Business Analyst and give an efficient and effective solution that will help the organization to achieve the best solution in business and ultimately increase its productivity in market.

Professional Summary

1.	07 / 2018 – Present	**Eaton Technologies Pvt. Ltd.**
Associate Business Analyst

Project: Siebel CRM 8.1 Enterprise C360 solution for Vehicles, Hydraulics, Electrical & Aerospace Division and Bigtincan Sales Enablement Cloud Application.

Work Responsibilities:
- Communicates effectively with Business personnel (SME), understand requirements, conduct fit gap analysis, provide feasible and scalable solution, and engage in discussions with Vendor.
- Preparing BRD & FDD's and prioritize and manage several open issues at one time.
- Review Client support tickets and requests under service SLAs.
- Providing technical support across the company on multiple Channels.
- Management and control of the service through operation of **Incident**, **Change**, and **Request** Management processes.
- Responding in a timely manner to service issues and requests.
- Identify, analyze & replicate issues in various environments and fix the same with help of vendor.
- As required, recognizes recurring production problems and suggests permanent corrective actions with RCA from Vendor.
- Provides timely, responsive support and service to internal and external customers so that the IT / business relationship is viewed positively.
- Carry out UAT and RT for Quarterly & Monthly release of changes in Application.
- Worked extensively on CRM Desktop (Outlook Integration) implementation which is the offline version of CRM to Sales people.
- Intercept and direct all incoming requests to the team's support inbox.
- Provide Level 1, Level 2 support to clients with basic as well as complex troubleshooting needs.
- Act as liaison between third-party technology partners and clients to ensure Eaton standard client experience.
- Tag and route incoming requests to trigger the appropriate SLAs.
- Work collaboratively with fellow delivery team members to ensure a coordinated client experience.
- Resolve requests from internal partners including the sales and customer success organizations.
- Create and maintain accurate wikis to enable fast, automated responses.
- Staff a Functional, chat support function as well as 1-1 Communication during normal business hours at selected critical time periods
- Identify and escalate client experience challenges for resolution by the product management team.
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers).

2.   11 / 2015 – 7 / 2018   **Daccess Security System Pvt. Ltd**
                                    Technical Support Engineer

Project: Payroll Applications (OEM), SQL Management Server 2008/2008R2/2012

Work Responsibilities:
- 2.5+ years of experience in Application Support and Database Administration for very large and complex databases in SQL Server 2012, SQL Server 2008 R2, 2008 and 2005.
- Expertise in Network Topologies and IP configuration.
- Expertise in Database Administration on Production Servers with server configuration, maintenance with outstanding troubleshooting capabilities.
- Strong technical background along with the ability to perform business analysis and write effective documentation and specifications.
- Administering User roles, Responsibilities, Application Access and Report Access.
- Proficiency and expertise in SQL Server Replication, Backup/Recovery.
- Having hands on experience in DR processes including Log Shipping and Database Mirroring.
- Worked on configuring SQL Server with minimum privileged access.
- Worked on SQL Server 2012 migration from SQL Server 2008 / 2005.
- Experience on 64-bit SQL Server 2012 / SQL Server 2008 R2 systems. Having Experience on Data center servers and handling 1.4 TB databases.
- Handling Memory configurations for SQL Server 2014 and SQL Server 2012 on Windows 2012.
- Experience in Batch processes, Import, Export, Backup, Database Monitoring tools and Application support.
- Experience in supporting Very Large databases (VLDB) and troubleshooting the problems.
- Strong experience in mentoring team members and writing documentation.
- 24 X 7 Production Database as well as Application on Call Support
- Modified and replaced databases, tables, views, store procedures and triggers.

Technical Skills

- **Application Environments:** Siebel 8.1 Enterprise, Siebel Mobile Application, Siebel Outlook Integration. Siebel Tool, Remedy, JIRA, HPALM, Bigtincan Sales Enablement, AIRWATCH, CPQ
- **Database Tools:** Microsoft Sql Server 2008 +, Oracle 11G(Administrative), Oracle SQL Developer
- **Office Productivity Tools:** MS-Office 2010, Office 365.
- **Operating Systems:** Linux, Windows 10

Educational Qualifications

Board/University	Examination	Academic Year	Percentage	Name of School/College
PUNE	B.E COMPUTER ENGINEERING	2014-15	**61.13**	NESGOI FACULTY OF ENGINEERING
PUNE	T.E COMPUTER ENGINEERING	2013-14	**50.64**	NESGOI FACULTY OF ENGINEERING
PUNE	S.E COMPUTER ENGINEERING	2011-12	**51.47**	NESGOI FACULTY OF ENGINEERING
MUMBAI	DIPLOMA IN COMOUTER TECHNOLOGY	2008-11	**78.91**	P.DR.V.V.P. POLY.ENGG, COLLEGE.LONI
PUNE	S.S.C	2007-08	**81.07**	A.E.S BHINGAR HIGH SCHOOL, BHINGAR

Other Qualification & Achievements

- Project paper select for International conference of Cloud Computing and Computer Science for Year 2015.
- Project paper published on International Journal of Engineering and Computer Science.
- (Volume 3 Issue 11 Page 9350-9354, 2014, ISSN 2319-7242)
- Project paper published on International Engineering Research Journal .
  (Volume 1 Issue 4 Page 159-162, 2015, ISSN 2395-1621)

Academic Projects

BE Project

Project Topic: Data Dynamics Storage for Trustworthy Cloud.

Description:
        Currently, the amount of sensitive data produced by many organizations is outpacing their storage ability. The management of such huge amount of data is quite expensive due to the requirements of high storage capacity and qualified personnel. Storage-as-a-Service (SaaS) offered by cloud service providers (CSPs) is a paid facility that enables organizations to outsource their data to be stored on remote servers. Thus, SaaS reduces the maintenance cost and mitigates the burden of large local data storage at the organization's end. A data owner pays for a desired level of security and must get some compensation in case of any misbehavior committed by the CSP. On the other hand, the CSP needs a protection from any false accusation that may be claimed by the owner to get illegal compensations.
Technology: Cloud Computing Security
Languages/Scripts: JSP, HTML, CSS
Database: Mysql

Hobbies

- Singing

- Listening Music

Personal Information

Permanent Address:	Sukhkarta Residency, Flat No.202, Saraswati Nagar, Nr.Marathi School,Uttamnagar,Pune-411023
Birth Date :	14th August 1992
Sex/Marital Status :	Male / Unmarried
Place of Birth :	India /Ahmednagar
Languages known :	English, Marathi, Hindi

 Above information is correct as per my knowledge.

Date: /   / 2020

Place:

Yours Faithfully,
(Mahesh Rajendra Bhujbal)