

Milind Pagare

Application Support Engineer

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Highly skilled professional Application Support Engineer in **IT Service Management** with over **3+ years** of experience of **ITSM process**. Working under event management as a part of service management and coordinating with incident, problem and change management as well. Good understanding of **IT Support Models** & complex problem solver able to thrive in fast paced & challenging roles.



Software

Languages: Oracle SQL, UNIX/ Linux, Core Java, C, C++

Database: My-SQL

Operating System: Ubuntu, Linux, Windows

Web Technologies: HTML

Hadoop Big Data Eco System: HDFS, Map-Reduce, Pig, Hive, HBase, Flume, SQOOP, OOZIE



Skills

Technical Analysis

Agile framework

Project lifecycle management

MS Office

Process improvement

Team management

Problem resolution

Supervision

Documentation Management

Relationship development



Work History

Jul 2019 - Application Support Engineer(Executive)

Current *IBM India Pvt. Ltd. , Pune, Maharashtra*

Vendor: Softenger India Pvt. Ltd., Pune.

Project: *VodafoneIdea (Vi) India Limited (Telecom)*

Tools: **BMC-Remedy, Solarwind, Tivoli-Omni bus, OEM, Netcool.**

- Quickly detect, understand and action events, to prevent an incident and/or service interruption from occurring.
- Minimize the adverse impact on business operations by promptly responding to events with the appropriate actions/escalations.
- **Monitoring application alerts** and escalate to levels (L1, L2, and L3) as per priority (P1, P2 and P3)

- Troubleshooting for any minor, major or critical incident that is observed on the application. Demonstrated abilities in **Fast Issue Resolution, Solving Tickets and Technical Support**. Finding the root cause of an application malfunction.
- **Working as a shift lead**, and getting work done from shift members and also ensuring the team is following & acting on alerts on timely manner.
- Creating daily, weekly and monthly operation, monitoring and escalation **reports** in MS Excel.
- **Creating Application Health reports** for all circle to support all L2 actions with providing all activation reports with critical gross tracker reports as well.
- Handling the responsibility to communicate the alerts related to **critical digital application in digital war room**, so that the team can check and escalate the issue to avoid the impact to the users.
- Managing **Linux, Unix, Windows and DB servers** for all **PAN INDIA Circles** and Working as a Production/Application Support Member for resolving the Queries/Incident
- Troubleshooting various server & database level alerts using **UNIX & Oracle** respectively.
- Actively involved in resolving Performance issues for all IT Applications for All Circles.
- Working on high priority incidents Vs alerts triggered status so that next time before any incident occurs we will have right alert in place.
- Getting into calls with respective stakeholders if alerts are not getting resolved/ taking time to resolve.
- Resolving the customer raised tickets (incidents) using **BMC Remedy Tool**.
- Working on Production incidents reported by business partners to provide resolution.
- Expertise in **analyzing Business requirements, Technical specification** and understanding the challenges and working according to it transparently.
- Following defined escalation path when needed, as defined in the escalation policy.

May 2017 - **Customer Service Associate**

Jul 2019 **Amazon India Pvt. Ltd., Pune, Maharashtra**

Tools: SIM-Remedy (Systematic Issue Management-Amazon developed tool), Outlook, CS Central.

- Managed to keep records of the customer interactions, complaints, comments as well as actions taken, Process orders, forms and application.
- Analyzed customer needs and made arrangements adhering to company policies.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Managed customer relations and customer service through daily communication and interaction.
- Raising trouble tickets (TT) for any kind of problem related to the production. Raising the TT to the proper team for resolving the issue at the earliest.
- Checking the update from the concern team and resolving the trouble ticket by updating the client.
- Worked with other customer support teams to develop consistent and equal high-quality levels of support.



Certifications

Core and Advanced Java – Naresh I Technology, Hyderabad.

Oracle - Naresh I Technology, Hyderabad

Hadoop – Kelly Technologies, Hyderabad



Education

Jul 2013 - Bachelor of Engineering Technology: Information Technology

Jul 2016 *SVIT College Of Engineering - Nashik*

Jun 2010 - Diploma: Information Technology

May 2013 *Mahavir Polytechnic - Nashik*

SSC School: CBSE

Kendriya Vidyalaya - Nashik



Extra-Curricular Accolades

- Organized “**Social Event**”, Continue 3 years at college level & got best event organized for it.
- Attend the seminar on “**Cyber Security**” presented by Rakshit Tandon in 2015 at kalidas kalamandir.
- “**Cultural Head**” of Information Technology Student Association (ITSA).
- Participated in **Quantitative Aptitude & Personality Development program** - Conducted by **SEED** InfoTech Limited Pune.



Personal Details

Marital Status: Unmarried

Nationality: Indian

Languages Known: English, Hindi, Marathi.



Declaration

I hereby declare that the above-mentioned information is true and correct to the best of my knowledge and belief.

Yours Sincerely,

Milind Dilip Pagare.