



Aditi Mhaiskar

MBA graduate

Self motivated graduate from UCLAN with an experience in IT industry as a Delivery Software Engineer with 3 years of application delivery support and a year of both development and performance testing at Mphasis Limited. Skills acquired like working under pressure, researching solutions, diagnosing and analysing issues.

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Available immediately

WORK EXPERIENCE

Software tester Mphasis limited

02/2018 - 07/2018

Pune

Achievements/Tasks

- Managed card creation and activation in a mainframe testing environment on an application called TSYS for the customers requesting new accounts which led to increase in clientele,
- Wrote test cases to implement new schemes and offers on different card types to achieve required results requested by the client,
- Logged in activities on the cards in a production environment.

Delivery Software engineer Mphasis limited

06/2014 - 11/2017

Pune

Achievements/Tasks

- Aced in performing duties as an application SME, like supporting and hosting engineering applications (mostly CAD, PLM products/applications) at used end,
- Monitored application licenses to reduce over usage of the license and to reduce the incidents caused by server crash,
- Provided solution to the team lead to delete(clean-up) the application licenses to reduce server load,
- Extracted incident data reports to identify the unusual number of defects logged for a single application and performed root cause analysis,
- Performed server health checks to ensure applications are up and running. Automated and implemented scripts to run scheduled jobs in order to decrease man hours spent on this task,
- Worked closely with the UAT team to create and get RFC's (Request for change) approved and the migration team to specify requirements gathering to help build the software installation packages for the client server team,

SKILLS

ServiceNow

Tableau

SQL

Python

ITIL v3

Application support analyst

24*7 service desk support

Incident Management

Power BI

Server Maintenance

Microsoft products

ACHIEVEMENTS

Monthly summit (08/2015)

For solving the most number of incidents

Annual summit (10/2016)

For providing a solution for a particular server issue

LANGUAGES

English

Native or Bilingual Proficiency

Hindi

Native or Bilingual Proficiency

Marathi

Native or Bilingual Proficiency

INTERESTS

Reading books

Basketball

Travelling

Music

EDUCATION

Master of Business Administration University of Central Lancashire

09/2018 - 06/2020

Preston, United Kingdom

Courses

- Project Management

- Management consultancy