

# RESUME

Pratiksha Bharat Bhoite

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## OBJECTIVE:

I desire to work for the company which gives me opportunity to enlarge my skillset, encourage my hard work towards the success of the company and provide further opportunities for in parallel growth of my career and the company.

## Skills Summary

Domain	Banking and Financial Services
Programming Languages	SQL ,Unix, Shell Scripting , PL-SQL, Oracle DB,AWS
Operating System	Windows Xp, windows 7 , Unix
Tools /DB/Packages	Service Now, Oracle SQL Developer, Autosys,ITRS, Oracle 10g, Microsoft SQL server 2008 R2, SQL server management studio, WADE batch scheduling tool. Putty , Tectia .
Hardware Platforms	Intel Series

## Work Experience

COMPANY NAME LARSEN AND TOUBRO INFOTECH (LTI)			
JOB PERIOD	13 January 2017 TO PRESENT		
DESIGNATION	SOFTWARE ENGINEER		
Project -1 Name	TTS Trade Production Support	Team Size	06
Start Date	May 2017	End Date	March 2019
Project Description	Worked for 24 x 7 Banking project driven by CITI. Module : Trade and Treasury Services. Trade and Treasury Services consist of 15 suits of applications supporting NAM, EMEA and ASPAC region. Some applications include TRIMS EMEA, TRIMS NA, Kofax, TAD(trade Asset sale dashboard), CSF(Citi Supplier Finance) Citiconnect EMEA etc. It takes care of processing of transaction of BILLS and LC of citi bank.		
Role & Contribution	<ul style="list-style-type: none"><li>o Manage real time application support</li><li>o Monitoring autosys jobs, executing autosys jobs</li><li>o Workasanapplication/ databasesupportforcorporatebankingsystem</li><li>o Vigilant monitoring of 15 applications at a time using itrs tool</li><li>o Servers monitoring for cpu and disk usage using tectia</li><li>o Escalated issues using service now incident management</li><li>o Managed customer queries in real time</li><li>o Using unix tectia to login into front end and back end production servers</li></ul>		

	<ul style="list-style-type: none"> <li>○ Using oracle sql developer to execute and edit queries and share output with the user as per request.</li> <li>○ To provide production support service to trade</li> <li>○ To carry out the start of business day health check for each application.</li> <li>○ To provide prompt support to the user raised queries</li> <li>○ To escalate on time to the next functional within the sla.</li> <li>○ To ensure that all reported issues and queries are meeting the defined response, resolution and escalation sla.</li> <li>○ To provide support during weekend implementation of changes in the application.</li> </ul>		
Technology & Tools	<p>Technology : <b>Oracle SQL, PL SQL, UNIX, shell scripting</b></p> <p>Tools : SQL server management studio, Oracle SQL Developer, Tectia- SSH Terminal, Technology tool tollbars- Active console (Business and finance monitoring tool from ITRS), CA World load control Centre (JOB scheduler tool)Autosys.</p>		
<b>Project 2:</b>			
Project-2 Name	Barclays Operational Client (BOC)	Team Size	10
Start Date	April 2019	End Date	Till date
Project Description	<ul style="list-style-type: none"> <li>○ BOC-Barclays operational client- This is used by the BRANCH USERS. This is a central point where customer and Branch user can see and use all the services provided by the Barclays like new product launch, product campaign, Internet Banking, Case Management. It can be used initiate transfer on behalf of customers.</li> </ul>		
Role & Contribution	<ul style="list-style-type: none"> <li>○ Respond to service ticket requests from business users, system developers and clients to perform requested tasks that fall within the scope of team responsibilities.</li> <li>○ Automation of daily work and provide efficient way of processing</li> <li>○ Provide timely updates and feedback to incident originator. Manage inquiry/incident through life cycle of issue</li> <li>○ Recommend changes to improve established processes.</li> <li>○ Adding new monitoring scripts</li> <li>○ Identifying production and non-production application issues.</li> <li>○ Contribute to standard operational procedures, process documentation and ensuring compliance to process.</li> <li>○ Created batch jobs for housekeeping of servers and scheduling EOD jobs</li> <li>○ Maintain expertise in flow of application process and systems.</li> <li>○ Advises and works on strategic initiatives to mitigate and / or alleviate back-end application issues, including opportunities for process automation.</li> <li>○ Coordinate with teams and resolve all complex application issues.</li> <li>○ Administer and resolve applications issues, provide updates and perform root cause analysis.</li> </ul>		

Technology & Tools	<p>Technology : Oracle SQL, PL-SQL, UNIX, shell scripting</p> <p>Tools : Oracle SQL Developer, Putty, Wiley -(Monitoring Tool) ,JOB scheduler tool - Wade. Service Now- Ticketing Tool.</p>
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Extra curricular Activities :	
Achievements	<ul style="list-style-type: none"> <li>○ Attended Brain bench Certification in Oracle DB at LTI.</li> <li>○ Attended BFS Training at LTI.</li> <li>○ Internship in Java in 2016 At ILearn Technology pvt Ltd</li> <li>○ Attended Data mining Certified Course in Jan 2016 at ILearn Technology pvt Ltd.</li> <li>○ Attended Big Data and Hadoop Workshop held by TechSmart in March 2016</li> </ul>

Educational Qualification				
DEGREE	INSTITUTION	BOARD	YEAR	PERCENTAGE
Bachelor of Engineering	PES' MCOE Pune	Savitribai Phule Pune University	2016	66.66
Higher Secondary School Certification(HSC)	YC Institute of Science Satara	HSC- Maharashtra Board	2012	78.50
Secondary school Certification(SSC)	New English School for girls, Lonand, Satara	SSC- Maharashtra Board	2010	93.60

Personal Information	
Languages Known	English ,Hindi , Marathi
Hobbies	Reading, Cooking.
Date of Birth	09th September 1994
Address	At/Post Hingangaon, Tal : Phaltan, Dist : Satara.

## DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Date:** \_\_\_\_\_

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**Place:**

**(Pratiksha Bhoite)**