

# Mihir Rege

919137920677 | [mihir11092@gmail.com](mailto:mihir11092@gmail.com) | Mumbai

## **PROFESSIONAL SUMMARY**

Result-Driven and motivated IT Software Engineer with demonstrated experience in improving software performance, testing and updating existing software functionalities. Strong attention to detail and the ability to complete projects within the specified timeline. Keen interest on learning new technologies and working on multiple domains.

## **SKILLS**

- **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, Wekatoool

## **EXPERIENCE**

IT Operations Engineer

Change Healthcare, Nashville

Aug 2019 – Feb 2020

- 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.
- 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, mediclaims improving the efficiency of the system.
- Dealt with critical data pertaining to the healthcare information of elite clients.
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- Maintained GIT workflows for version control
- Developed and Maintained CI/CD pipelines for code deployment using Jenkins
- Provisioned servers and deployed features using Ansible/Puppet

System Associate

Capgemini India Pvt Limited, Mumbai

Apr 2014 - Aug 2015

- 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

## **EDUCATION**

M.S Computer Science | New York Institute of Technology      GPA: 3.2      May 2019

Bachelors in Computer Science | Mumbai University      GPA: 3.3      May 2014

## **ACADEMIC PROJECTS**

### **Health and Fitness Application**

Mar 2018 – May 2018

- Developed an application on android platform using firebase as the backend.
- Created the UML, DFD and class diagram for designing the architecture of the application.
- Implemented a Report of the entire project by demonstrating the functioning of the application.
- Documented the project and provided a presentation to the professor.

### **Weka Tool for Prediction Accuracy**

Oct 2018 – Dec2018

- Implemented Naive Bayes Classifier and TAN algorithms on the data in order to predict the data accuracy.
- Conclusion was derived that the accuracy of the TAN is more than the Naive Bayes for the data provided.
- Derived the Data Loss Matrix for the data.

## **PERSONAL DETAILS**

- Date of Birth : 1<sup>st</sup> October 1992
- Address : 204 Vandan CHS, Mitha Nagar, Goregaon West, Mumbai 400104.
- Linkedin: [www.linkedin.com/in/mihir-rege-96219ab0](http://www.linkedin.com/in/mihir-rege-96219ab0)

## **CERTIFICATIONS**

- Certified Ethical Hacker
- ITIL Foundational Professional
- Devops Engineer
- Masters Course in Tableau 10 & 2020 for Business Intelligence