

Mr. Subrahmanya Gaonkar

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Portfolio: <https://subrahmanyamanigadde.github.io/>

ABOUT ME

I am a highly motivated IT professional with 2 years of experience in IT Production Support. I am eager to be challenged in order to grow and further improve my IT skills.

WORK EXPERIENCE:

Production Support Analyst - (February 2020 - December 2021)

TATA CONSULTANCY SERVICES

- Worked as External Production Support Analyst in Finance Production Environment of Deutsche Bank (TCS-DB relationship).
- Experience in Core java, MySQL and Oracle SQL databases.
- Tools used: Control M, Oracle SQL Developer, Service now, Putty
- Taken care of financial data ware house daily activities like debugging errors, responding to alerts from system, network, application, or database monitoring. Decides on a course of action and invokes next level of support as necessary to resolve issues.
- Ability to communicate properly with system users and senior stakeholders.
- Ability to appropriately handle and track user support requests via phone, e-mail and chats.
- Detecting, classifying and tracking incidents, providing analysis and recovery methods (Service–Now).
- Worked with various level IT technicians as team to deliver seamless reporting activity and resolution to user queries on all services and incidents.
- Maintain and facilitate the use of the confluence support pages (create, update and review content, work to improve the system and promote its use)
- Provided assistance for ongoing maintenance, releases, backups and overall system health of local servers.
- Identified some common and recurring issues and reported them to senior development teams
- Performed Workarounds for temporary bug fixes.
- Trained many new joiners to the team about all the functions and services.
- Active learner, ability work with very less supervision, ability to master new tasks with minimal training, Proficient in multitasking.

‘Completed Notice period on 31 DEC 2021 and Available to join immediately’

ACADEMIC CREDENTIALS:				
Education	Institution	Specialization	Year of Passing	CGPA/ %
Bachelor of Engineering	KLE Technological University, Hubballi	Automation and Robotic Engineering	2019	8.03 CGPA
Pre-university College	YTSS PU College, Yellapur	Science	2015	515/600 (85.83%)
Secondary Education (SSLC)	Government High School, Bisgod	-----	2013	548/625 (87.68%)

TECHNICAL EXPOSURE (Including Academics):

Skills	Java (Eclipse IDE), C, C++, HTML, Python, MySQL and Oracle SQL Database, Microsoft office
Projects:	Humanoid Robot, Autonomous Unmanned Aerial Vehicle, Double pendulum motion interpolation, Automatic metal and nonmetal sorting machine, Cost - Effective Gel Electrophoresis Device, Sleep apnea prediction software
Awards	Participated in <i>E2 – Festa 2018</i> held in South Korea and got <i>Participation Prize Award</i> for Humanoid robot AJIT 2.0

PERSONAL PROFILE:

Name: Subrahmanya Ganapati Gaonkar
Address: #133, Post: Angod, Taluk: Yellapur, Dist: Uttara Kannada, Karnataka – 581359
Father`s Name: Ganapati R. Gaonkar
Mother`s Name: Kamalakshi Gaonkar
Date of Birth: 23rd June 1997
Nationality: INDIAN
Languages: KANNADA, ENGLISH, HINDI and SANSKRIT
Hobbies: Photography, gardening, and trading in stock market.

DECLARATION:

I, **Subrahmanya Ganapati Gaonkar**, do hereby declare that the above furnished information is true to the best of my knowledge and belief.

Date: / /
Place: Yellapur

(Subrahmanya Gaonkar)