

# Shailesh Sankpal

8657339595

shaileshsankpal95@gmail.com

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## OBJECTIVE

To develop myself as a better professional by continuous learning and to utilize the knowledge & experience gained, towards the achievement of organizational goals.

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## TECHNICAL SKILLS

Skills : SQL Server 2012, UNIX, LINUX, SQL, PL/SQL, Shell scripting basic, ITIL

Operating Systems : Windows 7, **UNIX, LINUX.**

Tools : Service Now, Control M, SSMS, Putty.

Languages Known : **SQL, PL/SQL.**

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## WORK EXPERIENCE

Current Employer : **Sahyadri Software Technologies, Navi Mumbai.**

Total Experience : 2 years, 6 months

Designation : Application Support Engineer

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## WORK PROFILE

**Project : Loan Information Management**

The main object of this project is to handle the all details of loan in the bank. Customer are applying for the loan and after approved it they can track their details from online. This system provides details about the customers, their loan details, EMI details and its rate details. Using with this system relationship manager can find the customers details.

The main aim of application is to responsible for reducing the gap between lender and borrower.

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## ROLES AND RESPONSIBILITIES

- Responsible for the **application monitoring** and maintaining systems, software tools and applications.

- Check **mail alerts, notification mails** and any ticketing tool with their priority.
- Giving support to technicians regarding the EOD and BOD which is operated by technicians.
- Providing L1 & L2 support for data applications.
- The core role is to keep **application up 24/7** and to be in touch with administrators and users to help them and to resolve server and application related issues.
- Having Good Knowledge Of **LINUX/UNIX**.
- Execution of **DDL** and **DML** statements in SQL Server to analyze and rectify issues.
- Good Knowledge about database object like **Table, Join, Constraints, Set Operator,View** in **SQL** and **PL/SQL**.
- Having good knowledge of **shellscripting**.
- Interface with **end-users**.
- In order to resolve the issue we provide on **call support**.
- Working in co-ordination with **Linux team, Development team, Middleware team, Network administration team, Other application support group** for any issues related to database and applications.
- Weekly meeting with client to discuss the **WSR ( Weekly status report)** for ongoing issues and escalations.
- Resolve complex issues related to business requirements and objectives. Troubleshooting of issues within **SLA**.
- Good understanding of ITIL for **Incident Management, Change Management, Problem Management**.
- Resolving application related queries and issues based on the ticketing system. Sending daily report and health checks to client about application availability.

## EDUCATION

| Qualification           | Board/University             | Institute                                 | Percentage |
|-------------------------|------------------------------|---|------------|
| Bachelor of Engineering | Shivaji University, Kolhapur | Sanjay Ghodawat Institute, Kolhapur       | 67.38      |
| Diploma                 | MSBTE                        | Sanjay Ghodawat Institute, Kolhapur       | 70.47      |
| SSC                     | Maharashtra State Board      | S.K.Pant Walavalkar High-school, Kolhapur | 64.40      |

## **PERSONAL DETAILS**

Name : Shailesh Subhash Sankpal  
Date of Birth : 24/02/1995  
Languages Known : English, Hindi, Marathi  
Strengths : Quick Learner, Positive thinking, Dedication.  
Permanent Address : At Post- Kasaba Bawada, Tal- Karvir, Dist- Kolhapur,  
Maharashtra- 416003  
Current Address : Navi Mumbai.

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## **DECLARATION**

I hereby declare that all the above information is true to the best of my knowledge & belief.

Date :

Sign

Place :

(Shailesh Subhash Sankpal)