

Kishan Panchal

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Quality and Professional Experience

Support engineer trainee, Feb 2019 to present

Hitachi Payment Service, Jogeshwari, east,

Provide system administration support for Unix systems including server and workstation upgrade, backup & recovery, monitoring live PG transactions and provide production support to customers, maintain user account setup and security administration, perform system backups and recovery procedures, closely following SQL SOPs to ensure system security.

Highlights:

- Provide customer support and monitor day to day switch application and live transactions and Responsible for monitoring servers using Nagios.
- Provide technical leadership. Mentor junior staff on database/monitor technical details. Provide technical assistance to internal teams with my Research and communication skills.
- created and used different SQL procedures to maintain smooth system performance.
- Monitoring Offus, Onus transaction for Multiple acquirer member Banks using sql queries.
- Transaction monitoring and doing follow up with interchange for declined transactions.
- Handling night-batch job process, documented errors, performed backups and troubleshot issues. And Handling all types of desktop related calls.
- Raising CR (change request)for any change management and worked with implementation Team to deploy patches on multiple production server under the guidance and help of DBA Team
- Solving pending cases and raising and taking follow up for the issues.
- Providing Support in rotational basis to resolve issues in database similar related Tickets /Processing changes assigned in Portal Group. like. Jira, PSAM.
- Having experience large size production database applications to access remotely using IRAJE, and knowledge of PGadmin (pgplsql) / MSSQLServer 2014, DB Forge for Mysql (2019), Valentina Studio Pro, Responsible for manipulating data from multiple systems using a variety of tools. inside Performed various operations like taking backups of DB and Tables creating Sp's, trigger, functions.
- Used and having experience in worked with high availability (HA) server and (DR)server and monitoring synchronization with production database.
- Performing and validating on gathered information from database tool and preparing Documentations of known error and reporting to management and helping internally for appropriate actions against the issues. Used Microsoft Products in day-to-day basis various functions in Excel and Pivot Feature.
- Provided support and Worked with multiple Team in Realtime to resolve the POS/Payment Gateways issues and maintaining coordination's with Customers, Merchants, and Banks and performed various tasks on Pos Terminals in switch level for Activation/deactivation. Analyzed and various use cases and maintaining the proper documents.
- Also Developed small scripts to automate Linux administration tasks in also to keep trace of different system running services on live Application on (Bash scripts) and Databases (jobs). Scheduling cronjobs with crontab schedulers.
- Experience in Configuring and changing TID/Mid resetting checksum values, keys exchanging process, blocking CC/Debit card for POS Terminals. And maintained co-orations with multiple Issuer for declines reasons and other use cases.

- Identifying issues on Hitachi Switch and the payment process for POS/MPOS/PCPOS terminals and Payment Gateways performed below List of major operation on Switch End which is explanations in short. ICA, DCC, MOTO enablement TLE, Enc enablement, Super mid, clear track encryptions, pre-auth, Pos, mpos, mcc, me-name, enable BQR, cash at Pos Activations and Exclusive cash at pos, setup continence fees, BQR App password Reset, Changing DBA name, Configure Seid, Tid Message name change, Bin Configuration, acquirer nodes, issuer nodes, Routing, small merchant and big merchant flag, increase/Decrease Tid Limit, Amex Tid Deactivations, modifying App Versions, Updating and insert Bins configurations, enable manual Key entry, activation and deactivation of Cup, Discover, Dinner, JPC. Etc.
- Identifying Issues in application Realtime by checking ISO 8583:1993 logs for Terminal in Switch Level and provide observation accordingly.
- Monitor the overall application payment system also Maintain follow up & coordination with multiple issuer(scheme) Visa, Mastercard, RupaySMS, DMS, Amex, others to check reason for payment failure.
- Capturing and Analyzing the Iso logs from Production level and checking required parameters. Based on that making changes in DB level to follow company standard process and making detail process note and sharing with internal multiple Teams.
- At the Initially Level Provided Primary Support to pass the information to Various Customers for Emergency Downtime, Production reboot Activity's. Patching Activity's And processing Server maintenance to Customers on mails list: -Sbi, Atom, Payu, Razor Pay, Ingenico Tech process, Innoviti, Globalpay, Paytm, Mswipe, Mrl(Atos), Gp, Pinelabs, Bijlipay, Cris, others Teams.
- Based on Customer escalation and issues sharing the Escalation matrix to Various Internal / External Escalation Teams and setting up the Remainder time to time for customer satisfaction on that based following the company standard process.
- Medium level Experience and knowledge of RCA for Linux and windows servers and identifying the actual root cause for that issue.
- Perform and manage daily database maintenance, monitoring and performance tuning tasks/jobs
- Advanced Excel knowledge (managing large data sets, lookup formulas, Pivot Tables, flash fill, conditional formatting, filtering to worksheets, data formatting, custom excel dashboards and charts, conditional formatting and explore other built-in tools).
- Learned basics and knowledge of SQL and performed various Tasks: - import export operations on various data, bulk insert, used inbuild system functions \? and some knowledge of DDL, DQL, DML, DCL. queries.

ADDITIONAL

Duration,2021.

- Knowledge of unique websites, knowledge of hosting and Domain Management Cpanel other also used FileZilla, Fire-Ftp Tool, Designed and Examined different services
- By having similar Technology's skills. I would Like to learn contribute form other.
- Automation and process improvement focused to make production smoother.
- Strong knowledge of Windows OS and Linux administrations platforms. Like Centos, Red-hat, Kali, Ubuntu.
- Commanded for technical, analytical and problem –solving skills effective task prioritization; and customer service orientation.
- Creative Thinking, Self-motivated and Passion to Work and Helping tendency.
- like to learn and gather information's from all source of field and Excellent PC skills as mentioned
- Used and currently Learning Languages like: SQL, Linux, Bash Scripts and like to work any of these technologies. And comfortable with learning new software and other tools.
- Currently learning and acquiring Skills for Ethical Hacking, network Pen-testing. Cybersecurity expert and to improve myself and Communication skills. I use to write blogs in <https://cyberpen.in>.

EDUCATION

UNIVERSAL COLLEGE OF ENGINEERING,

Vasai, Kaman

- Attended (2014-2017)
- BE. In Computer Engineering. 2017

6.75CGPI

Viva COLLEGE OF DIPLOMA ENGG & TECHNOLOGY

Virar, Bolinj

- Attended (2011-2014)
- Diploma in Computer Engineering.

71.94%

ACHIVEMENT

- **Runner-up** in integrate Blend of technical & Creative Events Organized by L&T institute of Technology in 2014.
- Participated in events **NNSC**, in 2015 and various **national Level Technical Exhibition cum Presentation** in **2015, 2016, 2017**.
- **Runner-up** in 3rd National Level Technical Paper Presentation organized by Universal college of engineering in 2016.

PROJECT IMPLEMENTED

1. **TITLE: Gesture Based Website Launcher**

DURATION:
JUN [2016]-MAR [2017]

DECLARATION

I hereby **declare** that all the above information is correct and accurate.