**Hitesh Singh| Software Engineer**

**Location: Pune, Maharashtra**

**Telephone: 9158863599**

**Email: Hitesh.singh0702@gmail.com**

Production & Support

* Currently working as Process Specialist and delivering valuables by performing efficiently and effectively. Working on different skill levels.
* Having a total of 2.5 years of experience and a good working knowledge.
* Good working experience in production and support and quite familiar with production tools like Autosys and Express prod, mainframe.
* Contributed to Customers (clients) by providing automation ideas and finding system bugs.
* Having some knowledge related to finance and ITIL.

Career summary

**Aug 2018 – Jan 2020 American Bureau of Shipping, Pune**

**Application Installation and Support**

* Monitored machinery in operation to identify concerns and make corrections or report complex problems.
* Provided 24/7 support for web- and client-based applications, file and data feeds and batch processes to prevent impact to business.
* Provided updated patches for operating systems and system configuration to improve efficiency.
* Provided the data needed by the client by running SQL queries.
* Worked at on-site using remote desktop connection for installation of application and recording of data used by the ship.
* Tested programs and databases to identify issues and make necessary modifications.

*Key achievements/projects*

* Made use of Macro for simplifying work and reducing the work load.
* Helped in processing data at a much faster speed with accuracy.

**Sep 2017 – Jun 2018 Principle Global Services Pvt Ltd, Pune**

**Application Support**

* Translated client requirements into configuration requirements.
* Received tickets from the client and processed their request using SQL queries.
* Worked on oracle database.
* Worked on different tools and several modules related to the tool.
* Work related to data analyzing and maintaining of data in the system.
* Interpreting data provided by the client and recording it into the system.
* R & D work for UI enhancements
* Working on Automation for faster and better working.
* Working on different financial aspects.

*Key achievements/projects*

* Helped client with reducing their manual work and assisting them with automation ideas.

Education & qualifications

* **Bachelors in Computer Application, 1st class –** University of Pune– 2014
* **12th High-School, 83% –** APS, Pune – 2013
* **10th High-School, 82% –** APS, Pune – 2012

Certification Courses

* C
* Photoshop
* Webpage designing

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

**Date:**

**Place: Pune (Hitesh Singh)**