**RESUME**

Kunali Dilip Bharambe

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**Summary:**

Competent Software Engineer having 1 year of experience working with Zensar Technologies in monitoring & troubleshooting field. Advanced knowledge of Linux, Windows, networking(CCNA) & certified with RHCSA.

**Qualification Details:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **Institute** | **Board of Examination** | **Pass out year** | **Aggregate**  **Percentage** |
| BE | Amrutvahini College of Engineering, Sangamner | Pune  University | 2017-18 | 67.40 |
| HSC | K. Narkhede Vidyalaya, Bhusawal | Nashik | 2013-14 | 69.38 |
| S.S.C | K. Narkhede Vidyalaya, Bhusawal | Nashik | 2011-12 | 86.18 |

**Professional Experience:**

**Zensar Technologies 21 Dec, 2018 to present**

Software Engineer:

1. **ManageEngine service Desk Cloud plus:**

**Client: Candela Medical (US)**

* Used this tool to handle P1 as a critical incidents which are raised on this tool & taking necessary actions on it.
* 24/7 environment support to monitor their infrastructure, their business impacts if any service goes down.
* Handling bridge call to resolve issues which has major impact on their business using ring central tool.

1. **SERVICE NOW:**

**Client: C Hoares & Co.(UK)**

* Monitoring tools like SCOM, Big Brother, OEM, ORION
* Checking all alerts on outlook & needs to take necessary actions on them.
* Informing the alerts to L1 team & raising an incident for the same using Service Now tool in which we used to monitor health of live servers, CPU & disk utilization, Oracle database alerts.
* Worked on Big Brother tool to monitor their systems & networks performance to check which server is available.
* Worked on AWS Workspace.

1. **ManageEngine Application Manager:**

**Client: Silica Server & Monitoring (South Africa)**

* Monitoring alerts like server down alerts, Oracle database down alerts,

Service down alerts, disk space & physical memory utilization alerts on Application Manager tool.

* Monitoring Site 24\*7 alerts like .net monitoring, network monitoring, REST API monitoring, FTP & DNS monitoring, Windows, Linux, FreeBSD & OS X Monitoring.
* Raising an incident using ManageEngine Service Desk tool.
* Fetching report via Apps Manager tool, preparing PPTs to analyse alerts count, repetitive alerts, duplicate alerts count & to reduce them.
* Categorize alerts in proper groups & inform to incident manager about this & drop a mail.
* Run the test cases for particular web site & check the result & raise an incident after informing to incident manager.
* Working on Virtual Desktop Infrastructure to monitor all this alerts.

1. **Active Directory Users & Computers:**

**Client: Fox Corporation (UK)**

* Performed tasks like administration task, user creation, resetting password, using ADUC tool.
* We have to login first Hyperion portal using provided credentials.
* Logon to the Machine via RDP using the Account Credentials & double click on the shortcut on the desktop.

**Achievements & Appreciation:**

* Annual excellence award in 2019 in “Delivery Excellence category”
* Awarded “Team Customer Centricity- Q4FY19 CHC RIM SUPPORT”.
* Recognized by client for meeting SLAs.

**Technical Skills:**

* **Languages:** Familiar with C, C++, Java.
* **Web Technologies:** Familiar with HTML .
* **Systems:** Windows, Unix/Linux.
* **Databases**: SQL, MySQL.

**Skills** **Set**:

* Good communication skills
* Keen observation, Active listening
* Hard working
* Quick learner

**Extra-curricular Activities:**

* Working as a Member of **ACES** (Association Computer Engg. Student).
* Attended Python workshop organized by IBNC India and I-Medita Learning Solutions.
* Participated at National Level Technical Festival organized at Amrutvahini.

**Other Certification:**

* Red Hat RHCSA certification
* CCNA(R & S) training

**Project Specification:**

* **Title**: Multi-keyword Ranked Search Scheme Over Encrypted Cloud Data.
* **Programming**: Java
* **Database connectivity**: MySQL
* **Details**: Documents are encrypted over cloud for security and it supports dynamic operation on it. Techniques used in project gives the most relevant data to user.

**Personal Details:**

* **Father’s Name:** Dilip Nivrutti Bharambe
* **Date of Birth** : 10 August 1996
* **Languages known**: Marathi, Hindi and English
* **Hobbies**: Drawing and painting, reading book, making crafts
* **Nationality**: Indian
* **Permanent Address** : Vinayka colony, Bhusawal, Jalgoan.

**Declaration:**

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

**Place:** Pune**. Yours’ sincerely**

**Date:**  **(**Kunali Bharambe**)**