[**SANDEEP**](mailto:SANDEEPsandeep.233442@2freemail.com)

[**sandeesandeep.233442@2freemail.com**](mailto:sandeesandeep.233442@2freemail.com)

**APPLICATION SUPPORT ENGINEER**

Having 3.4 years of experience in providing support for client server applications with java, J2EE technologies and 2 years of experience in Desktop Technical Support.

**CAREER OBJECTIVE**

Seeking a challenging and growth oriented position in a reputable organization where I am able to perform to the full extent of my potential and the best of my abilities.

|  |
| --- |
| **ACHIEVEMENTS**   * Involved in Airline Passenger Service System Functions from IBS Software Services. * Won Department Champ Award from IBS for being the best performer in team and within 6 months of joining project. * Done the project Stores Management System in asp.net and certified by the Fertilizers And Chemicals Travancore Ltd, Kochi. * Completed the project Heart Disease Prediction System in MS C# at Path Software and Project Ltd, Cochin. * Won the award Employee of the year 2010 - Acer from Sutherland Global Services on Performance Basis. |

**TECHNICAL SKILLS**

* Operating Systems : Windows xp/Vista/7, MS-DOS.
* Languages : C, C++, JAVA, ASP.net, VB, C#
* Technologies : J2EE, Tomcat Apache, My SQL.
* Tools : Oracle SQL Developer, WINSCP, Putty, BEA-Weblogic Administration(Oracle-11g).

**PROFESSIONAL EXPERIENCE**

**IBS Software Services**

Techno park, Trivandrum, India

Executive Product Support December 2011 - Present

Joined as an Application product support associate and involved in support and services of ‘ **iFly Res’** application.

**Project title:** iFly Res.

**Technologies:** Java Swing, JDBC, Tomcat Apache, Oracle SQL Developer, WINSCP, Putty .

**Responsibilities:**

* Tracing the exceptions caused and doing modification and bug fixing in code level.
* Creating and running the back end scripts using Oracle SQL developer, WINSCP and putty.
* Application Server- BEA Web logic (Used only for application monitoring).
* Monitoring the GDS connectivity of all Application Servers for all clients.
* Monitor the message dump of iFly Res Application and ensure that the GDS messages are processing correctly.
* Ensure that GDS connectivity on each Servers and monitor the abnormalities in message processing.
* Monitoring of failed messages in all GDS( Type A & Type B)and initiate corrective actions.
* Co-ordinate with GDS providers of Travel Port (World Span & Galileo), Amadeus, Sabre etc to ensure the connectivity and initiating conference calls to discuss if any issues found.
* Documenting and reporting the monitoring details on a daily basis.
* Pro-actively monitor the production system and environment on a continual basis, prepare statistics and raise alerts in case of any issues.
* Collect details and Updating customers on latest status on issues through call and mail.
* Pro-active monitoring of client Application servers, Databases and Environment.
* Access, communicate and Testing database systems and upgrades, such as debugging, tracking, reproduction, logging and resolving all identified problem, according to approved quality testing scripts, procedures and processes.
* Troubleshooting and providing service support in diagnosing, resolving and repairing server-related hardware and software malfunctions, encompassing workstations and communication infrastructure.
* Liaising with security vendors, suppliers, service providers and external resources; analyzing, recommending, installing and maintaining software security applications; and monitoring contractual obligations, performance delivery and service level agreements.
* Implementing various policies for organization benefits.
* Executing company goodwill and achieving organization targets and exploiting the potential market.
* Report analysis and systematic development. (Taking SLA reports/RPB respective clients on monthly basis)

**Description:**

iFly Res is the future generation Airline Passenger Services System, providing a viable, practical migration alternative to commercial airlines from the current legacy applications.

iFly Res comprehensively addresses the passenger reservations, inventory control, fares & ticketing, and departure control needs of commercial airlines and providing reliable, responsive and cost effective support for this mission critical system. iFly Res has been designed to support evolving business models, helping airlines to adapt to their environment quickly. It's customer centric features with Graphical User Interface.

**Team Size :**30

**Clients**:

* Japan Clients (Vanilla Air, Tway, Amakusa Airlines, HAC, Star Flyer, Fuji Dream Airlines, New Central Airlines ).
* European Clients(Blue Panorama, Eurolot, Jet Air Fly, Belle Air Europe).
* US Client (Vision Airlines).

**Sutherland Global Services**

Kochi, India.

Technical Support Executive October 2009 – December 2011

Joined as a Technical Support Executive, providing all the Technical Assistance for Acer Products.

**Project title:** Acer US - Voice.

**Responsibilities**

* Handling calls from customers across US and Canada, acknowledging and resolving Technical problems of Acer Laptops, Net books, Tablet PCs, Desktops and Multi Functional Monitors.
* Providing extensive troubleshooting till the Resolution is achieved.
* 100% accuracy in data maintenance.
* Providing customer satisfaction through quick resolution of reported issues.

**National Institute of Information & Technology**

Kochi, India.

Teaching Faculty October 2009 – December 2011

Has been a keen faculty as well as a candidate for the eLearning program "Higher Diploma in Software Engineering".

**EDUCATION AND CREDENTIALS**

**Master of Computer Application**

(Aggregate Percentage: 64.5%)

**Higher Diploma in Software Engineering Certification-NIIT**

Completed 18 months of Training for the program “DNIIT” from National Institute of Information Technology with an aggregate average of 90

I