


Rohit Patil

PRODUCT SUPPORT ENGINEER

About Me

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Career Objective

- ❖ To secure a challenging position where I can effectively contribute my skills as software Professional, possessing competent Technical Skills.

Experience Summary

- ❖ A result-oriented professional with 2 years of total experience in IT and Production support.
- ❖ Good Experience in L2 support.
- ❖ Good Knowledge in ITIL Process.
- ❖ Core skills are Linux, SQL, PYTHON and Production Support.
- ❖ Good knowledge in SQL insert update deletes queries.
- ❖ Good and expertise knowledge writing/using SQL queries.
- ❖ Possess extensive knowledge of ticket monitoring tool Jira.
- ❖ An effective communicator with excellent relationship management skills and strong analytical, problem solving & organizational abilities.
- ❖ Exceptional communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner.
- ❖ Good Command Knowledge of Unix and SQL.

Employment:

- ❖ Working experience in Bankai infotech PVT LTD as Product Support Engineer from July 2024 to Present.
- ❖ Working experience in Adopt NetTech PVT LTD as a Technical Trainee Engineer (Intern) from Nov 2023 to July 2024.

Roles and Responsibility

- ❖ Application Production support Monitoring and Trouble Shooting.
- ❖ Strong Problem Analysis & Resolution skills and ability to work in Multi-Platform Environments.
- ❖ Good Expertise in Application / Production L2 Support.
- ❖ Provide L2 support for production issues reported by customer.
- ❖ Involved in maintenance and enhancement of the activity.
- ❖ Debugging Shell script and writing SQL queries for database monitoring.
- ❖ Understanding the requirements and functional specifications of change request.
- ❖ Responsible for handling of incidents within SLA, Providing RCA (root cause analysis).

- ❖ Working on Production Issues, all Deployment activities.
- ❖ Coordinating with different teams and clients for resolving the issues related to application.
- ❖ Escalation handling on Incident Management calls and service delivery within SLA.
- ❖ Monitored logs and troubleshooting application issues accordingly.
- ❖ Ensure proactive measure to avoid errors/issues & escalations.
- ❖ Timely feedback to the team (one on one, team meetings), on production updates/ issues & organizational updates.
- ❖ Involved in 24/7 on-call support for production environment.

Software Proficiency

Tools	:	CyberArk, Citrix, Postman, Wireshark, VisualVm, Oracle VirtualBox
Monitoring Tools	:	Prometheus, Grafana, ELK, AppDynamics
Cloud Platform	:	AWS
Database	:	Oracle, MySQL
Operating Systems	:	Linux
Ticketing Tool	:	Jira, Zoho Desk
Database & Linux Clients	:	DBeaver, SQLYog, Putty, XShell, WinSCP, MobaXterm, Termius
Scripting Languages	:	Shell Scripting, Python

Project Title

MobiFin — Unified Digital Banking & FinTech Platform (Founded 2001; HQ: Garden City, New York, USA)

- Architected and delivered a full-stack microservices fintech platform (digital banking, wallets, LOMS, core banking, agency banking) with modern onboarding, personalization, and extensible API-first design.
- Enhanced system security and regulatory compliance via PCI-SSF certification, secure vaults, and integrated real-time fraud monitoring through INETCO BullzAI partnership.
- Drove inclusive finance by enabling agent networks and embedded banking, achieving rapid deployment across 200+ enterprises and processing over 7.5M transactions globally.

Key Responsibilities:

- Provided Level 2 support for MobiFin Fintech projects , ensuring minimal downtime and swift issue resolution.
- Monitored and maintained application performance, identifying and resolving bottlenecks to enhance efficiency.
- Actively participated in troubleshooting and debugging issues across multiple financial applications in both production and non-production environments.
- Worked with ticketing systems (e.g., Jira) to track, prioritize, and resolve incidents within agreed SLA timelines.
- Engaged with stakeholders to gather requirements, document solutions, and provide training to end-users.



Education

- Bachelor of Science in Computer Science | VIT | 2023 | INDORE
- CGPA - 7.29



Personal Details

Languages : English, Hindi

Address : Ahmedabad

DOB : 25/07/2001

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