

Career Abstract:

- System Engineer with **3 years of experience** in WordPress development and application support.
- Skilled in **requirement analysis**, website functionality planning, and client interaction.
- Proficient in **WordPress installation, configuration, theme customization, and plugin management**.
- Strong hands-on experience in **HTML, CSS**, and managing website structure, content.
- Provided **L2/L3 application support** ensuring 99.9% **uptime** and timely incident resolution.
- Experienced in working with tools like **ServiceNow, Microsoft Azure, windows PowerShell ISE, Visual Studio Code, and Team Admin Centre,WordPress**.
- Capable of coordinating with **cross-functional and onshore teams** to resolve high-priority production issues.
- Demonstrated strengths in **problem solving, multitasking, leadership, teamwork**, and progress reporting.

Technical Competencies:

Web Technologies	HTML, CSS, WordPress.
Website Development	Theme customization, Template updates, Plugin management
Tools & Platforms	ServiceNow, Azure, PowerShell ISE, Visual Studio Code, Team Admin Centre
Application Support	L2/L3 support, Incident analysis, System monitoring, SLA compliance
Testing	Cross-browser testing, Mobile responsiveness testing
Content Management	Pages, posts, media, menus, metadata, SEO-friendly structure
Project Skills	Planning, Execution, Quality assurance, Reporting, Team coordination
Programming Basics	Core Java (basic), DBMS, Networking

Professional Career:

System engineer

Infosys Ltd.

DEC 2022- Present

Maharashtra, Pune.

Project 1 : Butterfly Project

Client:

Currently work on requirement analysis-Understand client requirement for website functionality, design, and content. Website development-install and configure WordPress. Customize themes and templates to match client branding Develop custom fractures using HTML, CSS, Plugin Management-Install, configure and update plugins for added functionality.

Contact Management - add and update pages, post, media, and menu. Ensure friendly structure and metadata. Testing and development -conduct cross-browser and mobile responsiveness testing. Deploy website to live servers and manage hosting.

Roles

- Analyze client requirements for website functionality, design, and content structure.
- Install and configure WordPress environments for client projects.
- Customize WordPress themes and templates to align with brand guidelines.
- Develop and modify website components using HTML and CSS.
- Manage WordPress plugins including installation, configuration, and updates.
- Handle website content—pages, posts, media, menus, and metadata.
- Conduct mobile responsiveness and cross-browser testing.
- Deploy websites to live servers and manage hosting activities.

Project : Mercedes-Benz

Worked as part of the enterprise application support team for a global client, focusing on L2/L3 support, incident management, and system stability. The role involved monitoring and maintaining a suite of enterprise applications using ServiceNow, PowerShell, and various monitoring tools to ensure 99.9% system uptime. Responsibilities included troubleshooting production incidents, coordinating with development and infrastructure teams to resolve high-priority issues within SLA, and reducing incident resolution time by 20%. Additional responsibilities included collaborating with onshore teams during critical business hours for escalation handling and training new team members on processes and knowledge management systems to improve operational efficiency.

Roles

- Provided L2/L3 support for enterprise applications ensuring 99.9% uptime.
 - Troubleshoot incidents using ServiceNow, PowerShell, and monitoring tools.
 - Resolved business-critical incidents, improving resolution time by 20%.
 - Coordinated with development and infrastructure teams to close production issues within SLA.
 - Supported onshore teams during critical business hours to handle escalations.
 - Trained 3+ new team members on application processes and knowledge management.
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Educational Qualifications:

Bachelor of Engineering , Punyashlok ahilyadevi Holkar university,Solapur, 2022