TUSHAR KHAIRE

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Professional Summary

Experienced Technical Support Engineer with in-depth knowledge of SQL coding, query optimization, and database support. Proficient in MS SQL Server, MySQL, and MongoDB, with a proven track record of performance-tuning SQL queries and troubleshooting application issues. Skilled in writing complex SQL scripts, stored procedures, and conducting root cause analysis to resolve database and application issues.

Work History

Technical Support Engineer   April 2021-Present

Watch Your Health India Pvt. Ltd.   Thane

- Developed and optimized complex SQL scripts for data reporting, analysis, and resolving application issues, ensuring efficient performance.
- Conducted performance tuning of SQL queries in MS SQL Server, optimizing execution times and improving application performance.
- Utilized SQL joins, stored procedures, and dynamic queries to solve business problems.
- Ownership as the main point of contact, offering exceptional client support and addressing escalations and concerns.
- Managed daily email escalations, ensuring timely responses and effective issue resolution.
- SQL CRUD operations to troubleshoot and resolve application issues efficiently.
- Conducted functionality testing of web and Android applications in UAT, staging, and production environments.
- Utilized Postman to run APIs, reproduce errors, and validate responses.
- Monitored application task schedulers, APIs, system, and application logs daily.
- Troubleshot application slowness and service interruptions by analyzing IIS logs, Event Viewer, and schedulers.
- Conducted root cause analysis for critical incidents, proposed effective solutions, and prevented future occurrences.

Installation Engineer   Oct 2018- Aug 2020

Sundaram Technologies   Mumbai

- Manage installation & configuration of hardware, software, network, and operating systems.
- Wrote and optimized MySQL scripts to resolve database issues, perform data retrieval, and generate reports for business analysis.
- Installation & troubleshooting of windows applications, databases, and drivers.

- Worked closely with development teams to implement database changes and improve query performance.
- Functionality testing of applications after bug fixes and diagnose the issue if any.
- Integration & assembly of Cognex vision camera/sensor, printer, power systems & network devices for customized machine and designed system.

Skills

- **Database:** MS SQL Server (2017/2019/2022), My SQL, MongoDB
- **Ticketing Tools:** JIRA, Click-up, Mantis
- **Tool:** Git-Hub, Postman and network/system configuration
- **Testing:** Proficient in Functional, API, manual testing
- **Code Deployment:** Experienced in deploying applications and database updates to production environments, ensuring minimal downtime and efficient rollout of bug fixes, upgrades, and patches.
- **Technical Support:** Experienced in troubleshooting applications, conducting root cause analysis, and monitoring production systems post-deployment.

Education

- **Bachelor of Engineering in Electronic and Telecommunication (66.00%)**   2017
  Sanghavi College of Engineering (SPPU)   Nashik

- **12th (68.17%)**   2012
  K.G.D.M. Arts, Commerce and Science College   Niphad

- **10th (78.55%)**   2010
  Shri Chhatrapati Shivaji Maharaj Vidyalaya   Tisgaon

Achievements

- Awarded as Employee of the month in Sept 2024 for best efforts by Watch Your Health Pvt Ltd.
- Awarded as Champion of the month in April 2023 for providing best support and resolving maximum issues by client.
- Awarded as Employee of the month in April 2022 for best efforts by Watch Your Health Pvt Ltd.
- Awarded as Employee of the month in August 2021 for best efforts by Watch Your Health Pvt Ltd.

Languages

Marathi: Native Language

English

Proficient

Hindi

Upper Intermediate