

Ranjit Kumar Agasti

Application Support Engineer

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PROFILE

As an Application Support Specialist, I assist users in navigating and optimizing the platform's robust features. I handle tasks like user profile creation, ensuring accurate setup of cost centers, legal entities, and departments to align with organizational structures. My role involves managing user access, troubleshooting permissions, and resolving ServiceNow tickets efficiently to address issues such as system errors or configuration requests. By providing timely solutions and clear guidance,

PROFESSIONAL EXPERIENCE

IT Specialist - P&O IT, DSV 01/2026 – Present | Noida, India

Experienced IT professional working in Digital HR as a Service Manager for enterprise applications. Skilled in IT Service Management (ITSM), Change Requests (CR), stakeholder coordination, incident handling, and service delivery operations. Hands-on experience supporting business-critical platforms including Avature and EDICOM, along with reporting and analytics using Microsoft Power BI. Strong ability to manage production support activities, coordinate with cross-functional teams, ensure SLA compliance, and drive operational improvements. Adept at handling global user support, communication management, and maintaining high service quality in fast-paced enterprise environments.

System Engineer, DB Schenker 12/2024 – 12/2025 | Gurugram, India

Provided comprehensive support for the Avature application, focusing on user creation, legal entity setup, department configuration, and cost center assignments. Delivered efficient troubleshooting for user login issues, ensuring quick resolution to minimize downtime. Collaborated with internal teams to address and resolve technical challenges, enhancing user experience.

Technical Support Engineer, 08/2020 – 06/2024 | Bengaluru, India *Concentrix Business Services*

As an Application Support at Lenovo for the South Asia region, I managed payment gateway operations, ensuring seamless and secure transaction processing for customers and business partners. My role involved monitoring application performance, troubleshooting technical issues, and providing timely resolutions to maintain system reliability. I collaborated with cross-functional teams to implement updates, enhance functionality, and address user inquiries effectively.

Transaction Processor Support, 10/2016 – 08/2020 | Bengaluru, India *Conduent Business Services*

As a Transaction Processor at Cigna Healthcare, I specialize in health insurance claim processing, ensuring accurate and timely handling of claims to support policyholders and healthcare providers. My role involves reviewing claim submissions, verifying patient eligibility, and cross-checking medical codes and documentation for compliance with company policies and industry regulations. I efficiently manage high volumes of transactions, resolve discrepancies, and coordinate with internal teams to streamline workflows.

TECHNICAL SUMMARY

- Supported the Avature application, managing user creation, legal entity, department, and cost center configurations.
- Troubleshoot and resolved user login issues, ensuring minimal downtime and efficient access restoration.
- Maintained and updated user roles and permissions, ensuring correct access levels within the system.
- Collaborated with cross-functional teams to identify, diagnose, and resolve technical issues related to the application.
- Ensured data accuracy and integrity while setting up new users and organizational structures.
- Participated in system optimizations, identifying recurring problems and suggesting improvements.
- Provided ongoing application support, ensuring consistent system functionality and user satisfaction.

SKILLS

- Operating Systems : Unix (Linux), Windows, MAC
- Programming Language : SQL, XML(Understanding)
- Scripting Languages : Unix Shell script
- Scheduling Tools : Crontab, Control-M
- Incident Management : Service Now, Jira, Zendesk
- Monitoring Tools : Grafana, Nagios XI

PROFESSIONAL SUMMARY

- Working experience on **UNIX, and Shell scripting.**
- Experience in Troubleshooting and Bug Fixing
- Experienced in **ITIL & ITSM Framework.**
- Good Knowledge on **Jira Intake request, Confluence.**
- Experience in Annual power shut down activity.
- Good Experience in **Problem analysis** and **RCA.**
- Proficient in reading, understanding, and working with **XML** data structures and formats.
- Basic Understanding of **PowerBI**

EDUCATION

Batchelor Of Commerce , <i>Fakir Mohan University</i>	2013 – 2016 Balaore, Odisha
Commerce (12th) , <i>UN College</i>	2011 – 2013 Soro, Odisha

LANGUAGES

- Odia
- English
- Hindi

DECLARATION

I hereby declare that above statements are true to the best of my knowledge and belief.

Ranjit Kumar Agasti
Bengaluru