

CURRICULUM VITAE

PERSONAL DETAILS

Full Name: Jogarah Keshav Kumar
Residential Address: Royal Road, Petit Raffray, Mauritius
Mobile : 5 7621769
E-mail Address: keshav.jogarah@hotmail.com

CAREER OBJECTIVE

Skilled Application Support Analyst keen to take ownership of issues for customer satisfaction and technical stability. Good strength in identifying root causes for issues and finding appropriate solutions to alleviate concerns. Strive to meet team, individual and management objectives. Comfortable working at multiple scales of support management.

WORK EXPERIENCE

Mar 2020 – Present

Confirmed Application Support Level 2

Ecovadis (Mauritius) Ltd
The Core, Ebene, Mauritius

- **Responsibilities and duties :**
 - Provide immediate assistance on issues triggered by intensive users of EcoVadis tools (complex web applications and APIs)
 - Troubleshoot reported issues
 - diagnosing bugs
 - identify root causes
 - Monitor logs and application outages to proactively identify issues
 - Work in collaboration with development team to fix bugs.
- **Tools :**
 - SSMS
 - Azure DevOps
 - Kibana
 - Sentry
 - Azure App Insights
 - Visual Studio
 - Jira

Oct 2019 – Mar 2020

Application Support Engineer

Vistra (Mauritius) Limited
3rd Floor, 355 NeX Tower Rue du Savoir Ebene MU, 72201

- **Responsibilities and duties:**

Provide support on below applications.

 - Yardi
 - EZE
 - VPM
 - Investran
- **Tools :**
 - Zendesk

Sept 2017 – Oct 2019

Application Support Analyst

SD Worx Mauritius Limited, 12th Floor, NEX Tower
Rue du Savoir, Cybercity, Ebene 72201, 1721-04, Mauritius

➤ **Responsibilities and duties :**

- Apply technical knowledge, skills, and expertise to provide support to both internal and external customers.
- Deliver training to team members.
- Handle escalations and provide RCA when required.
- Take ownership and follow up on assigned incidents/tickets.
- Prepare knowledge-based documents for team members.
- Analyse, prioritize and follow-up on incidents/change requests.
- Work within tight deadlines to meet SLA and minimize impact on customers.

➤ **Tools :**

- Visual Studio
- RightNow
- TFS
- SSMS

EDUCATION HISTORY

October 2013 – May 2017

University of Mauritius,
Réduit, Mauritius

BSc (Hons) Computer Science

2nd Class 2nd Division with Honours

Final Year Project: A framework for fault prediction accuracy in Android smartphones using analytics

Jan 2011 – Nov 2012

PITON STATE COLLEGE,
High School Certificate (HSC)

Advanced Level: Mathematics, Physics, Chemistry

Subsidiary Level: General Paper, French

Jan 2006 – Nov 2010

TRIOLET SSS (BOYS),
School Certificate (SC)

Aggregate: 11

SKILLS

- Technical support
- Systems and application training
- Customer assistance
- Platform monitoring

ACCOMPLISHMENTS AND CERTIFICATES

- Trainee Support Staff for Mobile Applications Development using Android Studio (2016/2017)
- Participated in NextGenFactor Competition organized by PWC (2016)
- The Duke of Edinburgh's Gold Award Holder (2016)
- Member of The Gold Award Holder's Association Mauritius (2016)
- Executive Member of UoM CSE Society (2016-2017)
- The Duke of Edinburgh's Award Leaders Training (2015)
- Junior Achievement Job Shadow sponsored by Barclays Bank PLC-Mauritius Branch at Barclays House, Ebene (2013)

- Training Course in 'Youth Leadership' organized by the Ministry of Youth & Sports (2012)