

LIJOSH ABRAHAM

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PROFILE

Proactive and analytical Application Support Analyst with experience supporting business-critical applications in SLA-driven environments. Skilled in incident management, troubleshooting across Windows, macOS, and Linux, and collaborating with cross-functional teams to restore services efficiently. Strong communicator with a customer-focused approach and solid working knowledge of SQL for support and data validation.

SUMMARY

- Experience supporting business-critical applications across Windows, Linux/Unix, and macOS environments
- Hands-on experience with SQL for data validation, troubleshooting, and reporting support
- Strong background in incident, problem, and service request management using ServiceNow and Jira
- Experience with log analysis and monitoring tools including Splunk and Dynatrace
- Skilled in VPN troubleshooting, Active Directory access issues, and secure remote connectivity
- Effective communicator supporting both technical and non-technical users
- Familiar with software testing concepts and QA processes as part of application support and release validation
- Strong ownership of issues end to end and adherence to ITIL-based support processes

TECHNICAL SKILLS

- **Application & Production Support:** Incident, Problem & Change Management, Root Cause Analysis, SLA-driven support environments, ServiceNow, Zendesk, Jira, Confluence, Monitoring Tools, Agile, SDLC
- **Scripting & Programming:** PowerShell (basic), Bash (basic), Java, HTML, CSS, JavaScript (basic), Postman, REST API validation (basic)
- **Cloud & DevOps:** AWS, Azure, Git, GitHub, Bitbucket, CI/CD
- **Microsoft Office Suite:** Microsoft Word, Excel, PowerPoint, Outlook, Teams, OneNote, SharePoint
- **Databases & Reporting:** SQL, Microsoft SQL Server, T-SQL (basic), Oracle - PL/SQL (introductory)
- **Systems & Networking:** Windows, macOS, Linux/Unix, Active Directory, VPN, TCP/IP, DNS, Windows Services, Task Manager
- **Professional Skills:** Stakeholder Communication, Documentation & Knowledge Base Creation, Customer-Focused Support
- **Monitoring & Diagnostics:** Splunk, Dynatrace, Log file analysis and alert investigation

EXPERIENCE

Application Support Analyst

Concentrix | Toronto, ON | January 2022 – Present

- Provide Tier 1 and Tier 2 application and technical support for enterprise client systems in an SLA-driven environment.
- Manage incidents, service requests, and access-related issues using ServiceNow, ensuring accurate documentation and timely resolution.
- Troubleshoot application errors, login failures, VPN connectivity issues, and configuration problems across Windows, macOS, and Linux systems.
- Perform basic SQL queries to validate data, investigate record discrepancies, and support issue analysis during incident resolution.

- Analyze system logs and monitoring alerts to identify recurring issues and assist with root cause analysis.
- Collaborate with internal escalation teams and client stakeholders to resolve production issues efficiently.
- Provide clear communication to users through phone, email, and chat, ensuring high customer satisfaction and adherence to SLAs.

Application Support Intern (Co-op)

StableHacks | Toronto, ON | January 2021 – October 2021

- Completed college co-op internship focused on application and IT support for internal business systems.
- Assisted with Tier 1 application support activities, including incident intake, basic troubleshooting, and user guidance.
- Supported senior team members in investigating application issues, access problems, and configuration-related requests.
- Executed basic SQL queries for data validation, reporting support, and issue investigation under supervision.
- Assisted with system updates, application checks, and post-deployment validation tasks.
- Created and updated documentation, knowledge base articles, and onboarding guides for internal users.
- Gained hands-on exposure to ticketing workflows, SDLC concepts, and real-world production support environments.

Software Support Specialist

Globosoft Solutions | Kerala, India | June 2018 - Aug 2019

- Supported web-based business applications in a project-based environment, assisting with issue identification and resolution.
- Participated in functional validation and basic regression checks during application updates and releases.
- Assisted in logging, tracking, and retesting reported issues using defect and ticket tracking tools.
- Performed basic API validation and application behavior checks under guidance from senior team members.
- Collaborated with developers and support teams to verify fixes and ensure application stability.
- Gained foundational exposure to SDLC, Agile workflows, and production support practices.
- Contributed to documentation and test evidence to support application release activities.

EDUCATION AND TRAINING

Diploma in Mobile application design and development

Lambton College | Toronto, Canada | May 2021

B.C.A: Bachelor's degree in Computer Application

Mahatma Gandhi University | Kerala, India | May 2018