BUDDHABHUSHAN NAGRALE

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PROFESSIONAL SUMMARY

Dedicated and client-focused IT professional with 2+ years of proven experience in technical support and helpdesk operations. Seeking to leverage my expertise in resolving complex hardware and software issues, ensuring customer satisfaction, and maintaining optimal service levels. Committed to continuous learning and professional development to stay updated with evolving technologies and industry trends.

WORK HISTORY

HCL Technologies - Analyst
March 2021 – July 2023
- Responding to customer inquiries via multiple channels like phone, or chat
- Troubleshooting and resolving technical issues related to hardware, software, and networks.
- Escalating complex issues to higher-level support teams as necessary. Documenting customer interactions and problem resolution.
- Following established procedures for incident management and problem resolution.
- Maintaining a high level of customer satisfaction by promptly and professionally handling customer inquiries and complaints

Anvi InfoTech - Home Automation Intern
November 2018 – March 2019
- Developing IOT applications for domestic purposes.
- Developing a system to gather and monitor daily consumption by an electric appliance.
- Collaborated with other teams to identify and resolve the issue of overconsumption of electricity.

BSNL - Network Engineer Intern
June 2018, 2 weeks internship
- Configured and maintained routers, switches, and firewalls.
- Implemented and troubleshooted VLANs for efficient network segmentation.

SKILLS

Professional

- Demonstrated ability to troubleshoot and resolve hardware and software issues promptly.
- A commitment to delivering exceptional customer service and ensuring a positive user experience.
- Proficient in helpdesk ticket system such as BMC and ITConnect
- Able to communicate effectively both verbally and in writing.
- Quick learner with the ability to grasp new technologies and capable of working in-groups as well as an individual contributor.

Personal

- **Web Development:** HTML, CSS
- **Programming Languages:** PYTHON
- **Analytics:** iPython, MYSQL, MS- Office
- **Graphics Designing:** Adobe Illustrator

EDUCATION

Bachelor's in B.E Computer Technology
07/2015 – 06/2019
RTMNU - Nagpur, Maharashtra
Karamaveer Dadasaheb Kannamvar College of Engineering
Percentage – 63.10%, C.G.PA – 7.06

CERTIFICATION

- **Data Analytics Essentials**
  Issued by Cisco

- **Python 101 for Data Science**
  IBM Developer Skills Network