PRAJAKTA NAVALE

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Summary

Dynamic Open-source Support Engineer with a proven track record at LTIMindtree, specializing in Azure Cloud deployments and troubleshooting. Excelled in enhancing system functionality and user satisfaction, demonstrating strong leadership and communication skills. Expert in Azure App Service and ServiceNow Incident Management, significantly boosting team productivity and customer issue resolution.
Total experience- 3.9 years.

Technical Skills

- Azure Cloud - OSS deployments for stack-python, Java, Node.js, PHP, WordPress
- Azure: Configuration and Networking
- Cloud Administration
- Azure Container Apps
- Azure App Service
- Azure CLI
- Docker
- DFM
- Applens
- ASI- Azure Service insights
- Microsoft Kusto Query Language (KQL)
- GitHub/Git repository
- Linux
- Visual Code
- ServiceNow: Incident Management, Catalog task management, Change Request Management
- ISAM Tool
- New Relic
- Splunk
- Rocket Lega Suite Workbench
- RTC Client Tool
- Kudu

Experience

LTImindtree | Pune, Maharashtra (Ceil HR- Payroll)
Open-source Support Engineer
02/2024 – 11/2024

- **Azure Web App Deployments:** Successfully deployed Linux/Windows Web Apps for various software stacks, including Java, Python, Flask, Django, PHP, and WordPress.
- **Issue Resolution and Troubleshooting:** Efficiently handled pre- and post-deployment troubleshooting and collaborated with cross-functional teams to resolve customer deployment issues.
- **Customer Support Expertise:** Provided direct support to customers via calls, resolving technical issues to enhance system functionality and user satisfaction.
- **Training and Knowledge Sharing:** Delivered training sessions on new technologies and best practices, improving team productivity.
- **Python Project Deployment on Azure:** Deployed custom Python projects on Azure Web App Service, including a chat application built with the Django framework.

Prolifics Corporation ltd. | Pune, Maharashtra
Technical Support Engineer
08/2022 - 11/2023

- Performed regular server health checks to ensure optimal performance
- Performed necessary enhancements and configurations in alignment with RTC tickets
- Effectively employed hands-on experience in using tools like Rocket Lega suite workbench and IBM RTC Client eclipse
- Delivered round-the-clock assistance for inquiries and planned tasks

- Efficiently utilized Service Now monitoring tool and RTC application to manage incident resolution
- Optimized TTCs using ant scripting, java scripting, and VB scripting languages

Prolifics Corporation ltd. | Pune, Maharashtra
Support Engineer
11/2020 - 07/2022

- Ensured that server performance was monitored.
- Experienced in managing ISAM tools, WAS servers, LDAP, Azure ISAM - RP, and policy servers.
- Managed the lifecycle of incidents and service tickets from queue to resolution with the ServiceNow monitoring tool.
- Assisted with change calls.
- Oversaw alert management on New Relic.

Python Project

Chat Application for Enhanced Customer Experience
- Developed Python applications to automate tasks and improve the efficiency of chat interactions for customers and end-users.
- Designed and implemented a robust chat application using the Django framework, enabling real-time communication and seamless user experience.
- Collaborated on GitHub/GitLab for version control, team collaboration, and efficient project management, deploying it over to Azure web app.
- Debugged, tested, and optimized Python code to enhance application performance, reliability, and scalability.

Key Technologies: Python, Django, Git/GitLab, Docker deployment.

Certifications

- **AZ-900: Microsoft Certified: Azure Fundamentals**

Certificate number: GD6C0F-A84CD7
Credential ID: 46CE18A37B93C6F3

- **Azure App Service ELX Foundational Assessment**
- Certificate Number: 22051524

Education

Bharati Vidyapeeth College of Engineering for Women's | Pune, Maharashtra
Bachelor of Engineering in ENTC | *05/2020*
- First Class, GPA: 6.96
- Academic Achievements and Honors: Won the zonal level Avishkar project competition.

Accomplishments

- GEM Award, 02/01/22, Going the extra mile in Performance at work.
- PEP Award, 02/01/23, Dedication and Excellence in Performance at work.

Languages

Marathi: First Language

English: B2   **Hindi:**   B2

Upper Intermediate (B2)   Upper Intermediate (B2)