Himanshu Saha

Nagpur, Maharashtra | 9359837558 | himanshu.saha4@gmail.com
LinkedIn Profile: https://www.linkedin.com/in/mastersaha
TryHackMe Profile: https://tryhackme.com/p/himanshu.saha4

Dedicated Technical Support Engineer with over 3 years of experience managing sensitive Electronic Medical Records (EMR) systems, now aiming to pivot into a SOC Analyst role.
Proven track record of ownership in high-pressure production environments and a deep understanding of data integrity and system vulnerabilities.
Committed to leveraging technical troubleshooting skills and AI-driven documentation to monitor, detect, and respond to security threats in a fast-paced SOC environment.

Work Experience

Technical Support Engineer Jul 2022 - Present
eClinicalWorks | Ahmedabad, Gujarat, India | Hybrid

My growth in the role
Year 4: Provided mentorship to new hires regarding product workflows and role expectations. Integrated approved AI tools to accelerate documentation.
Year 3: Acted as an independent contributor, assuming responsibility for production during weekend and holiday shifts.
Year 2: Took ownership of a newly launched speciality module; collaborated with PA and QA teams to report bugs and product enhancements.
Year 1: Mastered core EMR product functionality to achieve full autonomy in daily technical support operations.

Core Skills

Troubleshooting, Log Analysis, SQL, Computer Networking, Technical Support, Problem Solving, Electronic Medical Record (EMR), SQLyog, Microsoft SQL Server, Technical Documentation

Languages

English (Professional), Hindi (Limited Working)

Education

S.B. Jain Institute of Technology, Management & Research, Nagpur   Jun 2018 - Jun 2022
Bachelor of Engineering - BE | Information Technology
GPA Aggregate 73.02% | CGPA 8.69

Taywade Junior College May 2016 - May 2018
Higher Secondary Certificate | Computer Science
GPA 58.46%

Sri Guru Harkrishan Public School, Nagpur Jan 2011 - Jan 2016
Secondary School Certificate
GPA 74% | CGPA:8