

# Himanshu Saha

Technical Support Engineer at eClinicalWorks

Nagpur, Maharashtra | 9359837558

himanshu.saha4@gmail.com | <https://www.linkedin.com/in/mastersaha>

Experienced Technical Support Engineer with 2+ years of proven expertise in providing comprehensive technical support. Proficient in SQL, troubleshooting complex technical issues, managing support operations, and navigating networking environments. Skilled in utilising and supporting the Electronic Medical Records (EMR) system.

## Work Experience

### Technical Support Engineer Jul 2022 - Present

eClinicalWorks | Ahmedabad, Gujarat, India | Hybrid

Results-oriented Business-to-Business Technical Support Engineer providing comprehensive technical support, with expertise in troubleshooting complex technical issues, managing support operations, identifying and reporting bugs and suggesting feature enhancements, and a solid understanding of networking principles.

## Core Skills

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

### Talent Acquisition Intern May 2022 - Jun 2022

Career Elevators | Remote

As a Talent Acquisition Intern, I supported recruitment efforts and gained valuable hands-on experience in human resources, including candidate sourcing, screening, and interviewing.

## 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%

### 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

## Projects

Development of Water Pollution Monitoring System - Embedded Systems & Robotics Aug 2021 - May 2022

Development of an RC- Boat to collect water pollution data from different river water streams & large Water bodies.

**Mine Surroundings Analyzer & Gas Leakage Alert - Using Z-Score Analysis Apr 2021 - Jun 2021**

Development of Mine Surroundings Analyzer & Gas leakage alert system. Using Z-Score Analysis Anomaly Detection Algorithm.

**Saur Urja Vehicle Challenge 2020 - Team ZMR Sep 2019 - Mar 2020**

Team ZMR made a Solar vehicle for SUVC-2020, I Worked as a programmer for Arduino-related operations of the solar vehicle. The team participated in the Saur Urja Vehicle Challenge 2020.