Satish Pandey

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🎓 EDUCATION

2019 – 2022	**Master's in Computer Applications** *Thakur Institute of Management Studies and Research*	Mumbai, India
2015 – 2018	**Bachelors's in Computer Application** *Tilak Maharashtra Vidyapeeth*	Pune, India
02/2015	**HSC (Science)** *R. D. National & W. A. Science College*	
02/2013	**SSC** *S. A. Podar Vidyalaya*	Mumbai, India

💼 PROFESSIONAL EXPERIENCE

03/2022 – present	**Senior Support Executive** *S2 InfoTech International Ltd.*	Prabhadevi, Mumbai, India

With intermediate-level proficiency in database management across various platforms, including PostgreSQL, MS SQL, MySQL, MS Office, and Oracle, I've garnered valuable experience as a PostgreSQL Database Administrator (DBA) and SQL Developer. I've adeptly managed database performance through tuning exercises, vacuum operations, and configuration adjustments, ensuring efficiency and scalability.

Moreover, I've successfully managed multiple PostgreSQL databases on Amazon RDS/Aurora and self-managed environments, prioritizing high availability and performance. I've optimized database parameters, proactively monitored systems for performance issues and security vulnerabilities, and conducted routine maintenance tasks.

Collaborating closely with teams, I've designed tailored database solutions to meet specific business needs and utilized Amazon DMS for efficient database migrations with minimal downtime. I've troubleshooted and resolved database-related issues promptly, documenting configurations and procedures for knowledge sharing.

Additionally, I stay updated on industry trends and pursue relevant certifications to continually enhance my skills and expertise.

04/2021 – 02/2022	**Customer Support Executive** *Aforeserve.com Pvt. ltd*	Mumbai, India

During my tenure as a Customer Support Executive at Aforeserve.com Pvt. Ltd., I showcased expertise in managing HRMS databases, including backup, installation, and configuration across multiple platforms. I provided robust training and support to users, implemented backup and recovery plans, and ensured database and application security. Additionally, I installed servers, managed assets data, and exhibited proficiency in ticketing tools and CRM systems, contributing to seamless operations and user satisfaction.

11/2018 – 07/2019	**Customer support executive**	Mumbai, India

CMS IT SERVICES (Client - Motilal Oswal)

During my tenure as a Customer Support Executive at CMS IT SERVICES (Client - Motilal Oswal), I specialized in managing assets data and gained valuable experience with ticketing tools and CRM systems. My contributions enhanced operational efficiency and facilitated superior customer support services.

06/2018 – 11/2018	**Customer Support Executive (Client - Motilal Oswal)**	Mumbai, India

Apex Services

During my tenure as a Customer Support Executive at Apex Services (Client - Motilal Oswal), I specialized in managing asset data and gained valuable experience with ticketing tools and CRM systems. My contributions enhanced operational efficiency and facilitated superior customer support services.

📚 COURSES

10/2021	**SQL Masterclass: SQL for Data Analytics**

Start-Tech Academy on Udemy

08/2021	**Ask Questions to Make Data-Driven Decisions** 🔗

Coursera

07/2021	**Foundations: Data, Data, Everywhere** 🔗

Coursera

01/2021	**Windows 10 Services Administration and Troubleshooting**

John Courtenay on Udemy

Google Data Analytics Certificate 🔗

Coursera

Data Aggregation, Data Analytics, Data Calculations, Data Cleaning, Data Ethics, Data Visualization, Presentations, Problem Solving, R, Spreadsheets, SQL, Structured Thinking

🧠 SKILLS

Postgress SQL | SQL | MS SQL | Oracle | My SQL | .NET | Data Analysing | MS Excel | Python | PowerBI | Data Gathering & Extraction | SDLC | Jenkins | AWS

📁 PROJECTS

03/2022 – present	**HRMS & HMIS**

- Updating database as per client requirement.
- Removing junk or Data cleaning from Datasheets provided by Clients.
- Making bug report.
- Checking database for data reports.
- Coordinating with developers for changes according to client requests.

01/2022 – 01/2022	**YouTube Video Downloader**

(Python) (MCA, 3rd yr, College Project)

In this python project, user has to copy the youtube video URL that they want to download and simply paste that URL in the 'paste link here' section and click on the download button, it will start downloading the video. When video downloading finishes, it shows a message 'downloaded' popup on the window below the download button.

11/2019 – 02/2020	**Medical Management System**

(Java, sql) (MCA, 2nd yr., College Project)

Here in this system, there are two types of users one is admin and the other is the user itself. Most of the work is done by the admin. Here admin has full control over the system. He can create users and add companies. Also, the admin can add different categories of medicines. As a whole, the system is the replica of the pharmacy system.

09/2019 – 11/2019	**Social Networking**

(PHP, Java, Sql) (MCA, 1st yr, College Project)

- This project is based on social networking websites eg. quora, Facebook.

- Here users can message or chat with each other personally, they can ask info and questions regarding their location, studies, etc.

07/2017 – 02/2018 **School Management System**
(Vb.net, Sql) (BCA - College Project)
- Billed School Management System application using VB.net for frontend and SQL for the backend database.
- It has three different login modules.
- It has features like Storing student records, exporting records in excel, Fee receipt generation, student attendance records, etc.