PREM S RAGHANI

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➢ **OBJECTIVE:**

An eager future professional striving for excellence and learn from challenging opportunities and providing best skill present in me to take the organization to further heights.

➢ **EDUCATION QUALIFICATIONS:**

CLASS	BOARD	YEAR	MARKS
S.S.C	Maharashtra Board	2010	53.54%
H.S.C	Maharashtra Board	2012	66.67%

DEGREE	INSTITUETE	YEAR	GRADE
F.E	Watumull Institute Of Electronics Engineering And Computer Technology	2012-2013	SEM1 – 6.09 & SEM2 – 6.93
S.E		2013-2014	SEM3 – 6.07 & SEM4 – 5.36
T.E		2014-2015	SEM5 – 5.96 & SEM – 6.57
FINAL YEAR		2015-2016	SEM7 – 7.48 & SEM8 - 7.27
AVERAGE B.E		2016	6.47 (CGPI)

➢ **WORK EXPERIENCE (Total 7.2 years)**

Quess corp (Client-Vodafone Idea)	Currently working as MIS Associate (1 .6 years) Designation: - MIS ASSOCIATE Job Description: - • Provide Daily MIS analytics reports and trend on Various projects • Compare Partner data with Local Data • Creating Cohorts for Digital and non Digital campaigns using SQL query using local DB • Product GTM • Digital Marketing • Customer support to Frontend agents with solution • Problem Identifying and Providing solution within systems and Implements the solutions • Monthly Data for Invoicing • Yearly Data for AOPs • Support Product configuration / Changes based on Business Requirements. • User/ Customer profiling based on Daily monthly trends.

IMPACT INFOTECT (Client---IBM Customer---Vodafone Idea)	2.4 years as VIP Support Engineer Designation: - VIP Support Engineer Job Description: - • IT and Hardware Support & Network troubleshooting. • Configurations of Devices like Desktop, Laptop, Printer, Scanner, All kind of application and Making SOP of each maintain MDT for same. • Remote Support through Any Desk, AMMY admin, Skype for Business, or any remote Application. • Video Conferencing Through IP, Meeting ID from any meeting-based application like blue-jeans Zoom, WebEx etc. • Maintaining Compliance- Antivirus, SCCM, DLPs, unknown application, & monthly patches by Manually trouble shooting. • Carrying out update Activity like new version of Compliance applications or Windows update, or Migrating the system due to out of service of any Support/Application • Daily Based Video conferencing and Printer Checklist, Resolving Issue related VC and Printer with/without Support of Vendor co-ordination • Testing New Technology like migrating New Windows Version on system and Making Report for same New Technologies. • Working on Automation like creating batch file for installation applications • Pre-check system and IDs access of VP, VIP, and CXO (Directors) • SLA percentage Maintaining Without escalation, Raise, updating, following up for The Incident and Request Ticket Raise by the end user
(Comnet solutions) (Client: WNS GLOBAL SERVICES) (Customers: Amazon, Universal music group, Expedia, Virgin Australia, Delaware north, Gupta finance group)	2.4 years' experience as Technical Support Engineer Designation: - Technical support Engineer (L2 Engineer) Job Description: - • IT and Hardware related support & Networking troubleshooting. • Configuration of Hardware, Printer, scanner, Outlook & operating system. • Remote desktop support. • Laptop supports. • Video conferencing. • Daily basis compliance and inventory maintenance. • New Hardware and Software Analysis. • Working on Antivirus patch update & SCCM Reports • Executing the upgrade Activities of old process as per compliance part • Executing the Activities for Setup the new Process. • Creating and Testing new Technologies like WDS MDT etc. • Testing of New Applications
Magna Infotech (Client: Wipro) (Customers: Aditya birla capital)	1 years as Technical support Engineer. Designation: -Technical support Engineer (L2 Engineer) Job Description: - • IT and Hardware related support & Networking troubleshooting.

	- Hardware configuration, Printer & scanner configuration, Outlook configuration. & Installation of operating system. - Remote desktop support. - Laptop supports. - Video conferencing. - Daily basis compliance and inventory maintenance. - VIP support - Find the RCA of issue - Implementing new Technologies and Testing, New Hardware and Software Analysis. - New Hardware and Software Analysis. - Executing the Activities for Setup the new Process. - Creating and Testing new Technologies like WDS MDT etc. - Testing of New Applications - Providing the Logs to concert Team using the Event viewer and MacAfee logs to troubleshoot the issues.

➢ PROJECTS HANDLED: -

o Android Projects
- ❖ Admission Form for Android Tablets (Self Project).
- ❖ Business application for Android users (Self project)

o Windows Projects
- ❖ Windows App Loan Management (Self projects)
- ❖ SMS Sending on Mobile Windows App (Self projects)

o Embedded Projects
- ❖ Temperature Controller (college project).
- ❖ 8 Channel Remote Control Relay Board (college project).
- ❖ To improve receive signal over Ku band in satellite communication using Fuzzy logic (college project).
- ❖ Line Follower (robotic work shop).
- ❖ 3X3X3 led cube (self-project).
- ❖ IR sensor based remote control robot (self-project).
- ❖ Big 4-digit 7_segement clock (self-project).
- ❖ Radio Transmitter (96 MHz) (self-Project).

➢ Project Details

- ❖ **Admission Form for Android Tablets (Self Project)**
  Online Forms for Administrators in School and college and tuitions and classes etc.
  Using java and SQL languages where user can fill Details and get Details of Course and Subject of Classes and update Admissions fee notification and subject/curse wise update Reports of individual.
  Using Customize UI for Different Institutes, updating logo form details requires etc.

- ❖ **Business application for Android users (Self project)**
  Online solutions for Bossiness users to sell their products using Agents and tracking production of the product.

Also tracking of the Agent Activity like Visiting to client location using google coordinates, and Generating the Report of orders booked by Agents, Reports of Productions. Etc.

❖ **Windows App Loan Management (Self projects)**
Loan Management Application is a Solution for User who provide the loans to needed persons, and Maintain the account for same, getting notification for Payment dues, sending message to Loanees to Remind for the Payment date, balance amount, Graphical Representations Loss and profits Monthly Quarterly and Yearly.

❖ **SMS Sending on Mobile Windows App (Self projects)**
Custom Message Sending to users Single or bulk, Clipboard feature copy paste from 100 saved content in Clipboard, maintaining history for same, Auto message sending Features, OTP code generation with Time Elapsed etc.

➢ SOFT SKILLS:
- Java, & JavaScript
- Product management
- Product Implementation
- Management information system
- Data Analytics.
- HTML, HTML5, CSS & CSS3
- Android Studio and Visual studio
- MYSQL, SQL server, SQLite
- AutoCAD.
- MATLAB.
- Hardware & Networking.
- C, C++
- Figma for Design Ui UX

➢ PERSONAL SKILLS:
- Quick Learner.
- Flexible for work.
- Team work.
- Time Management.
- Cooking

➢ PERSONAL DETAILS:

- Date of Birth : 13TH NOV 1990.
- Father's name : Mr. Shankarlal Raghani.
- Languages known : English, Hindi, Sindhi.