

PRITESH PRADEEP PAWAR

C-4 / 704, HDIL Residency Park-1, Virar (West), Mumbai, Maharashtra 401303
+91 8975114852 / +91 7709214852
priteshpawar148@gmail.com

Profile

Dedicated Application Support Engineer with extensive experience in optimizing application performance, providing technical support, and troubleshooting complex issues. Proven track record in improving system efficiency, resolving technical problems, and delivering solutions that enhance business operations. Seeking to leverage my technical expertise to contribute effectively to your team.

Education

MSC in Bioanalytical Science (Biotechnology)

Mumbai University, Viva College of Science, Mumbai, Virar
2020 – 2022

- CGPI: 9.94 (**1st ranker**)
- Developed advanced analytical skills and contributed to various research projects and reports.

BSC in Biotechnology

Mumbai University, Viva College of Science, Mumbai, Virar
2017 – 2020

- Acquired foundational knowledge in data analysis, research methodologies, and technical reporting.
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Professional Experience

Application Support Engineer

Insight Business Machines Pvt. Ltd., Andheri, Mumbai
September 2022 – August 2023

- Provided technical support to end-users, resolving application-related issues efficiently, ensuring minimal downtime.
- Troubleshoot and diagnosed software problems, including application crashes, system performance issues, and database connection failures.
- Monitored system performance and conducted routine maintenance to ensure optimal application functionality.
- Collaborated with development teams to resolve complex issues and implement patches or upgrades when necessary.

- Created detailed documentation for common technical issues and provided training to users on application functionalities.
- Assisted in system updates and application enhancements, ensuring seamless integration with existing systems.

Data Analyst in Digital Marketing (Internship)

Pharma Targeting, Malad East

December 2023 – April 2024

- Managed and optimized data collection and reporting processes to support digital marketing campaigns.
- Created and maintained dynamic dashboards for real-time performance tracking and data analysis.
- Analysed PPC and display campaigns, identifying optimization opportunities to enhance ROI.

Brand Analyst (Internship)

LdotR, Work from Home (Virtual Company)

October 2023 – November 2023

- Streamlined data collection methods, enhancing data quality and reporting accuracy.
- Produced detailed reports and presentations to support strategic branding decisions.

Implementation Engineer (Internship)

Spine Technologies, Malad East

August 2023 – October 2023

- Coordinated data collection and system implementation efforts, ensuring successful project deployment.
- Performed in-depth data analysis to support system integration and process improvements.

Projects

E-Commerce Sales Analysis System.sql

- Designed and developed a database to analyze and visualize e-commerce sales data, including sales by product, region, and time period.
- Implemented data mining techniques to forecast future sales trends.
- Created reports to analyze sales performance, including sales by product and region.

Employee Management System.sql

- Developed a database to manage employee information, including personal details, salary, and department information.
- Implemented data validation techniques to ensure accuracy.
- Created queries to analyze employee data, including average salary by department and employee count by location.

Hospital Management System.sql

- Designed and developed a database to manage hospital data, including patient information, medical records, and billing details.
- Implemented data encryption for security.
- Created reports to analyze hospital performance, including patient satisfaction and billing trends.

Library Management System.sql

- Developed a database to manage library data, including book information, borrower details, and lending records.
- Implemented data validation techniques to ensure accuracy.
- Created queries to analyze library data, including book availability and borrower trends.

Music Store Data Analysis.sql

- Designed a database to analyze and visualize music store sales data, including sales by genre, artist, and album.
- Implemented data mining techniques to forecast sales trends.
- Created reports to analyze sales performance by genre and artist.

Retail Store Inventory and Sales Management System.sql

- Developed a database to manage retail store data, including inventory levels, sales by product, and customer information.
- Implemented data validation techniques to ensure accuracy.
- Created reports to analyze sales performance by product and customer segmentation.

Excel Vrinda Shop Data Analysis Project (Excel-based)

- Designed an Excel-based financial model to analyze and forecast company financials, including income statement, balance sheet, and cash flow statement.
- Implemented data validation and formatting techniques for accuracy.
- Created reports to analyze financial performance, including revenue growth and expense trends.

Key Skills

- Application Support: Expertise in troubleshooting and resolving technical issues, ensuring efficient application performance.
- Technical Problem-Solving: Proven ability to identify and resolve complex technical issues, improving system functionality.
- Advanced Excel: Proficient in using VLOOKUP, HLOOKUP, Pivot Tables, and data visualization for impactful reporting.
- Collaboration: Strong communication skills with experience working closely with technical teams to achieve project goals.

Additional Certifications

- MSCIT (Maharashtra State Board), Kirti Academy, 2016
- Excel, Power BI, SQL, Great Learning Academy

Achievements

- **Top Performer:** Consistently recognized for improving data management processes and delivering high-quality technical support.
- **Client Satisfaction:** Achieved a 95% client satisfaction rate by providing effective solutions and maintaining strong client relationships.