MANSI PAWAR

📞 +919356346395   ✉ mansee2799@gmail.com

EDUCATION

- *Bachelor of Science (B.Sc.)*

  G.T.Patil Arts, Science, and Commerce College, Nandurbar, Maharashtra

  June 2019 – April 2022
  CGPA: 8.94

PROFESSIONAL EXPERIENCE

Vritti Solutions Limited, Pune, India

1 .*Technical Support Software Executive*   December 2022 – Present

- ➢ 2 years of hands-on experience business and petrol pump management software projects.
- ➢ **Service Desk & IVRS Management: Handled customer issues via Service Desk and IVRS systems, prioritizing tickets and ensuring timely resolution based on SLAs.**
- ➢ **Root Cause Analysis**: Analyzed recurring issues, identified root causes, and implemented long-term solutions to enhance system stability
- ➢ Communicated effectively with **customers**, addressing their concerns, providing timely updates, and ensuring their issues were resolved
- ➢ **Software Issue Resolution**: Identified and solved software-related issues, ensuring smooth functionality for users.
- ➢ **Requirement Gathering & Collaboration with Development Team**: Acted as a liaison between users and the development team. Gathered new requirements from users, assigned them to development, and followed up on their progress.
- ➢ Followed up with the development team, tested new features or fixes, and provided customers with updates on the resolution.
- ➢ Ensured end-users were well-equipped to use the software effectively by conducting detailed **user support and training**.

TECHNICAL SKILLS

- HTML , CSS
- SQL

SKILLS

- Attention to details
- Root Cause Analysis
- IT Service Desk Management
- Good typing speed
- Cross-functional Collaboration
- Documentation & Reporting
- Teamwork