

## Pratap Pawar

Pune, India

+91-9370472506 | pratap.pawar.h@vritti.co.in

### Career Objective :

To associate myself with an esteemed organization and to accept the challenges in the job by utilizing my technical and interpersonal skills more meaningfully and work smart towards achieving the goals of the organization I serve, along with growing myself.

### Professional Summary :

With 1.5 + years of software support experience, I specialize provide technical support to end users. I'm known for my ability to collaborate effectively, utilizing strong interpersonal skills to contribute to a cohesive team effort.

### Technical Skills

- Handling Customers Data and Providing technical support to end users.
- Bug Fixing and improving software quality.
- understood customer requirement and implement it in application.
- updating application layout as per customer need.
- Solved 2000+ tickets.
- Good Knowledge of Database Handling.
- Other Skills: SQL Server, application testing.

### Current Employer :

Vritti Solution Private Limited, Pune August 2023 to till Date  
Role : Software Support Engineer

### Professional Experience :

Project:

- Experience : 1.5+ years
- Technology : .Net Framework , SQL Server , c# , Asp.Net.
- Role : Software Support Engineer

### Key Deliverables :

Assis ng and resolving customer's issue related to software services in the applications.

- Identifying the root cause of the incidents reported on the customer's environment and helping the customer to resolve the issue, suggesting to them the best practices to prevent the future occurrences.
- Crea ng new feature requests based on the customer's requirements and recommendations.
- Assist team on call while handling complex cases to troubleshoot simulate issues and provide solutions.
- Implementing application at customer side.
- Coordinated with development team on 100+ development tickets and helping to add new features in software
- Provided technical support to 500+ customers with 95% accuracy.

## Achievements & Certifications :

Vritti Fast Learner Award:

- Achieved this award for fast learning and resolving the client issue with proper and effective manner.

\*Certifications\*: - Python for Data Science Certified from NPTEL.

- Python Course Comple on form Infosys Springboard.
- SQL Course Comple on form Infosys Springboard.
- Data Science Course Comple on form Infosys Springboard.

## Education

Course / Degree	School / University	Grade / Score	Year
Master In Computer Application		Appearing	2023-2025
Bachelor Of Computer Science		CGPA : 7.73	2020-2023
HSC (XII) – Maharashtra State Board		59.38%	2020
SSC (X) – Maharashtra State Board		81.80%	2018

## Personal Dossier :

Date of Birth : March , 20 ,2002

Languages known : Marathi, English, Hindi

## DECLARATION :

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars. Place: Pune (Sohel Yadgir)