PRADIP PAUL

IT Application Support Engineer
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About Me

Experienced Desktop Support Engineer with over 4 years of expertise in troubleshooting, system maintenance, and end-user support. Skilled in resolving technical issues, optimizing system performance, and enhancing user productivity in 24/7 support environments. Proficient in various operating systems, hardware troubleshooting, remote support tools, and IT security practices. Strong communicator with the ability to collaborate across cross-functional teams to deliver high-quality results.

Skills

- ❖ **Technical Skills**
  - ➢ **Technical Support:** Troubleshooting, Remote Desktop Support, ITIL Processes
  - ➢ **Software**: Microsoft Office 365, Excel, Word, Power BI, MySQL
  - ➢ **Networking**: TCP/IP, VPN, DNS, DHCP
  - ➢ **Remote Tools**: TeamViewer, Remote Desktop, AnyDesk,LogmeIN
  - ➢ **Programming Languages:** Python, PHP,JavaScript, HTML, CSS
- ❖ **Soft Skills**
  - ➢ Problem-solving,
  - ➢ Critical thinking,
  - ➢ Effective communication,
  - ➢ Team collaboration

Experience

Web Developer (Internship)
Addforum Technologies | Dec 2023 - Dec 2024

- Assisted in **customizing web application UIs** based on client specifications, improving user satisfaction and engagement.
- **Collaborated** in identifying and resolving user issues, resulting in enhanced web application functionality and user experience.
- **Optimized SQL queries** for data retrieval and analysis, improving system performance and client decision-making by 25%.

Senior Technical Support Engineer
Inspirisys Solution (Client: Diageo India) | Jun 2022 - Nov 2023

- Provided **2nd-level support** for enterprise-level web-based and Windows applications, ensuring **99.9% uptime** for critical systems.
- Managed and resolved **complex technical support issues** and ensured **timely resolutions** for enterprise clients.
- Diagnosed **hardware and software issues**, collaborating with development teams to implement effective solutions.

- Escalated unresolved issues with comprehensive documentation, ensuring seamless transition to development teams for quick resolution.

Desktop Support Engineer
Team Computers | Nov 2021 - Jun 2022

- Delivered **technical support** for end-users, minimizing downtime and ensuring a smooth workflow.
- Managed and supported **Office 365 accounts**, ensuring seamless access and data security for over X users.
- Conducted **root cause analysis**, implementing strategies that reduced downtime by **20%**.

Desktop Support Engineer
Tansam Engineering & construction Company| Feb 2020 - Mar 2021

- Assist in the setup, configuration, and maintenance of user workstations, including the installation of software and updates.
- Ensure timely resolution of IT support tickets, following internal service-level agreements (SLAs).
- Manage user accounts and permissions, ensuring access to necessary systems and data in a secure manner.
- Provide remote support to users, utilizing remote desktop tools to troubleshoot and resolve issues efficiently.

Education

Master of Computer Applications (MCA)
Chandigarh University, Mohali | 2024 (Mode: Distance and Online)

- Gained in-depth knowledge of **computer science** principles, **software development**, and **IT support systems**.
- Focused on database management, **application programming**, and **networking**, equipping me with skills to support a wide range of IT solutions.
- Coursework included **Database Systems**, **Object-Oriented Programming**, and Software Engineering.

Bachelor of Science (Hons)
SIDHO KANHO BIRSHA UNIVERSITY | 2020 (Mode: Regular)

- Developed a strong understanding of computer systems, **programming**, and **systems analysis**.
- Key subjects included **Computer science(Hons), Mathematics** and **Physics**.

Certifications

- ❖ Meta Front-End Developer Specialization
- ❖ Hackerrank-SQL (Intermediate) Certificate

HOBBIES

- ❖ **Learning New Technologies**
- ❖ **Coding and Problem-Solving**
- ❖ **Gaming**