Pranav Khismatrao

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Education

Master of Science, Software Engineering Systems   Expected Oct 2024
Northeastern University, Boston, MA   GPA:4.0
> Relevant Courses: Object Oriented Design (Java), Web-Design

Bachelor of Engineering, Information Technology   Oct 2020
Mumbai University, India
> Relevant Courses: Data Structures Algorithms, Database Management, Cloud Computing

Profile

To obtain the position of Digital Knowledge Analyst at Information Technology Services where I can utilize my skills and knowledge to contribute to the success of the organization and grow professionally

Skills

- Excellent communication skills and enthusiasm for customer satisfaction
- Ability to understand technical concepts and communicate effectively using the written word
- Eagerness to lend a helpful hand and go out of their way to make life easier for other people
- Proficient in Microsoft Office/Google Workspace
- Familiar with ServiceNow modules such as Incident Management, Change Management, and Configuration Management at Tata Consultancy Services

Professional Experience

Tata Consultancy Services, India   **Jan 2021-Jul 2022**
Software Developer

- Used Microsoft Office tools to track Software development status and sprints given to junior associates
- Collaborated with client to understand software requirements and build a efficient solution that satisfies all the conditions
- Actively worked to present a polite and sympathetic demeanor to clients.
- Utilized ServiceNow as a tool to maintain Incident Management, Change management to assist the development process
- Responsible of providing ServiceNow administration and support as well

Mumbai University, Mumbai, India   **August 2019**
Digital Knowledge Analyst

- Assisted in the support of many modern digital solutions within the university by writing, maintaining, and editing technical articles for the services offered by ITS
- Created, revised, and adjusted metrics used to evaluate article usage and effectiveness
- Demonstrated a thorough understanding of technical concepts and communicated effectively using the written word
- Ensured customer satisfaction by improving customer interaction with technical articles and direct interaction
- Worked closely with Product Management, Marketing and Customer Support
- Led meetings with seniors and new joiners along with other members to setup a plan for any event

Mumbai University, Mumbai, India   August 2018
Event Organizer

- Organized Gaming Event in college fest 2019 involving multiplayer online game where students from all departments took part in.
- Designed efficient tournament match system which resulted in no discrepancy among the contestants.
- Marketed the event directly to students with clear communication and marketing skills such as creating custom banner for the event.
- Utilizing critical thinking and problem-solving abilities to identify the source of problems encountered both during the preparation and on the day of the event.