**Pranav Khismatrao**

Boston, MA • 8576931743 • [khismatrao.p@northeastern.edu](mailto:khismatrao.p@northeastern.edu) • linkedin.com/in/pranav-khismatrao-61592186/

**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.