# PRATIK PRAKASH BHUJADE

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## CAREER PROFILE

- Worked for 1 year as Software Developer Intern in HealthCare and Technology Domain.
- Hands on experience in Backend Web Development, Databases Management & UI Design.
- Certified Salesforce Administrator with 1 year of experience as Junior Salesforce Admin.
- Proficient in delivering high quality Technical and Customer Support for 1 Year.
- MSc in Big Data Management & Analytics from Griffith College Dublin.
- Skilled in Technical Requirements Gathering, Agile Methodology and Documentation.

## TECHNICAL SKILLS

- **Programming Languages**: Python, C, Java, HTML, CSS, JavaScript
- **Frameworks**: Django, Bootstrap, Flask
- **Database**: IBM DB2, PostgreSQL, MySQL, Sqlite3
- **Operating System**: Windows, Linux (Ubuntu, CentOS)
- **Tools**: Git, Trello, Microsoft Office 365, PgAdmin4, Postman API, UNIX Terminal
- **Virtualization**: VMWare Workstation, Virtual box
- **IDE**: Microsoft VS Code, Jupyter Notebook, Goorm Cloud IDE

## EXPERIENCE

### Process Executive (Technical Support) -  Infosys BPM                Mar 2021 - July 2021

- Responsible for diagnosing and resolving technical and software issues reported by clients using Microsoft Internal Tools.
- Training new joiners to help them understand the workflow and act as the first point of contact for them in  case of query.
- Internal Audit procedures to ensure the process has been carried out in compliance with Microsoft Processing Rules and generating the invoice.
- Processing transactions and bills of Microsoft products and programs for EMEA Enterprises through Microsoft Dynamics (ERP and CRM systems), including Excel, SAP, and PowerBI.
- Communicating with sales and support communities worldwide on a daily basis toward gathering and providing information to ensure the best possible customer satisfaction.
- Executing high volumes of transactions as prescribed targets and deadlines following predefined procedures, ensuring that performances and policy parameters are always met.

### Customer Support Agent - Capita Customer Solutions                Sept 2020 - Feb 2021

- Interacted  with customers to provide and process information in response to inquiries, concerns, and requests regarding Covid - 19 and Vaccination Programme.
- Responsible for managing all incoming and outbound calls and documenting all information according to standard operating procedures.
- Accessing and controlling tickets, replying to clients' inquiries, and following up with them through the process by using Amazon Connect Platform.
- Investigate and prioritize issues, raising to a specialist or designated service group  when appropriate for further troubleshooting or debugging.
- Participated in departmental training activities including training programs in support of new technologies, procedures and customer service enhancements.

### Jr Salesforce Admin – Media World                Sept 2018 - Aug 2019

- Administration of the Salesforce environment,  implemented  changes within SFDC to applications, custom objects, user maintenance, page layouts, validation rules, approval process etc.
- Responsible for creating and maintaining reports and dashboards  in Salesforce.com and extracting insights from data for advancing business revenue.
- Run and store the weekly snapshot (data export) of the system data and attachments, including all history tables.

- Assisted  in providing support for Salesforce and other related applications, including monitoring the service desk and user support tickets.
- Worked  on a variety of Salesforce.com support requests ranging from user account administration and simple configurations to complex troubleshooting.

**Software Developer Intern - CareDoc Healthtech Pvt. Ltd**          **Jul 2017 - Aug 2018**

- Responsible for analysis, design, development, and implementation of various Healthcare Applications using Python, Front-End & Database technologies.
- Strong background in SQL by working with MySQL and creating and maintaining complex DB schema for Healthcare Applications consisting of various profiles, sensitive user data, encryption, and real time chat history.
- Created and implemented numerous test cases for ensuring all the modules, functionalities are working correctly and writing-up documentation in fast-paced challenging environments.
- Worked on building the backend of our Healthcare system and collaborated with the UI/UX Developers for merging our front-end system with the backend to create a seamless and fluid user experience.
- By working with a team of developers I have hands-on knowledge of tools like Git, Trello for effective code and Project Management.

## EDUCATION

**MSc in Big Data Management & Analytics - Griffith College Dublin**      **Sept 2019 - Oct 2020**

**Modules**: Concurrent and Parallel Programming, Big Data Analytics, Information Retrieval and Web Search, Research Methods, Big Data Management, Cloud Computing, Applied Data Analytics, Data Mining Algorithms and Techniques.

**Bachelor's in computer science & Engineering - S.B Jain College**      **Apr 2015 - May 2019**

**Modules**: Big Data Analytics, Data Warehousing and Mining, Object Oriented Programming, Design Patterns, Network Security, Database Management Systems, Data Structures, Operating System, Artificial Intelligence, Ethics in IT.

## PROJECTS

- **Deep Reinforcement Learning to Predict Loan Underwriting Process**
  **Technology** - Python, Flask Html, CSS |**Tools** - Jupyter Notebook, Microsoft VS Code

- **Comparative study of applications on Google Play Store and Apple Apps Store**
  **Tools** - Tableau, Microsoft Excel | **Data Source** - Kaggle

- **Data Mining - German Credit Dataset | Wine Quality Dataset**
  **Dataset Tools** - WEKA, Microsoft Excel | **Data Source** - Kaggle

- **Instagram Replica System | Task Management System | Vehicle Management System**
  **Technology** - Python, Google Cloud API, Html, CSS, Bootstrap
  **Database** - Google App Engine DataStore |**Tools** - Microsoft VS Code, PowerShell

- **Hardware Rental Shop**
  **Technology** - Python, Django, Html, CSS, Bootstrap
  **Databases** - Sqlite3 |**Tools** - Microsoft VS Code, PowerShell, DB Browser

- **Development of Smart Assistant for Visually Impaired People**
  **Technology** - Java, Brainshop.ai |**Tools** - Android Studio

- **Simulation of College Classroom**
  **Technology** - Java |**Tools** - Cygwin Terminal, Eclipse IDE
  **Libraries -** Semaphore, Thread and other java libraries