

# PRATIK BHUJADE

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**LinkedIn** : <https://www.linkedin.com/in/pratik-bhujade>

**Portfolio** : <https://pratik-bhujade.github.io>

**Salesforce** : <https://trailblazer.me/id/pbhujade>

## PROFILE, EXPERTISE, KEY SKILLS, COMPETENCIES

- 1.4 years of internship experience in analysis, design, development and implementation of various applications using Python/Django, Front-End & Database technologies and strong background in working to challenging targets and supporting software development projects successfully.
- 1+ years of Customer Service/Sales related experience which helped me improve my skills in teamwork, allowed me to gain organizational skills with extensive knowledge of communicating effectively with customers/clients.
- Strong background in SQL by working with MySQL and creating complex DB schema for healthcare applications consisting of various profiles, sensitive user data, encryption and real time chat history.
- By working with a team of developers I have hands-on knowledge of tools like git, trello for effective code and project management.
- 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.
- Clear communicator with clients, colleagues and senior management to build excellent professional relationships.
- Ability to work under minimum supervision and have excellent customer orientation, programming and problem-solving skills.

## TECHNICAL SKILLS

- **Programming Languages:** Python, C, HTML, CSS, Java
- **Frameworks:** Django, Bootstrap, Flask
- **Database:** PostgreSQL, MySQL, Sqlite3
- **Operating System:** Windows, Linux (Ubuntu, CentOS)
- **Tools:** Git, Trello, PgAdmin4, Postman API, UNIX Terminal, Microsoft Outlook
- **Virtualization:** VMWare Workstation, Virtual Box
- **IDE:** Microsoft VS Code, Jupyter Notebook, Goorm Cloud IDE
- **Cloud Technologies:** Salesforce CRM, AWS Workspace, Google App Engine, Amazon Connect
- Basic working knowledge of **Windows Active Directory**

## EXPERIENCE

### 1. Process Executive - Infosys BPM

**Mar 2021 - Present**

- Using various internal Microsoft tools to create and distribute Microsoft Licenses.
- Reviewing and validating contractual documentation related to Microsoft Volume Licensing Business Programs, ensuring all legal requirements are met & compliant with SOX guidance.
- Internal Audit procedures to ensure the process has been carried out in compliance with Microsoft Processing Rules and generating the invoice.
- Ensure that all data entered is compliant along with any other data privacy and quality controls.
- Executing high volumes of transactions as prescribed targets and deadlines following predefined procedures, ensuring that performances and policy parameters are met at all times.
- 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.
- Training new joiners to help them understand the workflow and act as the first point of contact from them in case of query.
- Serve as backup support to others on the team.

- 2. Customer Service Agent - Capita Customer Solutions** **Sept 2020 - Feb 2021**
- Collated information from the customers on behalf of the client using Amazon Connect.
  - Working knowledge of using a helpdesk/ticketing system.
  - Completed administration tasks in a timely manner using AWS Workspace.
  - Escalated unresolved issues to support leads, designated service group or client help desk.
  - Completed incidents and requests within SLA in a pressurised environment.
  - Participated in departmental training activities including training programs in support of new technologies, procedures, and customer service enhancements.
- 3. Software Developer Intern - CareDoc Healthtech Pvt. Ltd** **Dec 2017 - Mar 2019**
- Developed web applications in Django frameworks using Model View Controller (MVC) architecture.
  - Hands-on experience with Linux(Ubuntu) terminal.
  - Integration of UI elements developed by front-end developers with server side logic.
  - Worked with django forms, templates and ORM for communication with databases.
  - Created SQL scripts in order to generate fast reports.
  - Proficient understanding of code versioning tools such as Git.
  - Written well designed, scalable, reliable, testable and reusable code by using best software development practices, clean code and solid principles.

## 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.

**Bachelors in Computer Science & Engineering - S.B Jain College (India)** **April 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

- 1. Deep Reinforcement Learning to Predict Loan Underwriting Process**  
**Technology** - Python, Flask Html, CSS | **Tools** - Jupyter Notebook, Microsoft VS Code  
**Libraries** - Numpy, Matplotlib, Pandas, Seaborn, sklearn and other Python Libraries.
  - 2. Comparative study of applications on Google Play Store and Apple Apps Store**  
**Tools** - Tableau, Microsoft Excel | **Data Source** - Kaggle
  - 3. Data Mining - WEKA**  
**German Credit Dataset | Wine Quality Dataset**  
**Tools** - WEKA, Microsoft Excel | **Data Source** - Kaggle
  - 4. Google App Engine**  
**Instagram Replica System | Task Management System | Electric Vehicle Management System**  
**Technology** - Python, Google Cloud API, Html, CSS, Bootstrap  
**Database** - Google App Engine DataStore | **Tools** - Microsoft VS Code, Powershell  
**Libraries** - Jinja2, Blobstore, WebApp and other Python Libraries
  - 5. Simulation of College Classroom**  
**Technology** - Java | **Tools** - Eclipse IDE, Cygwin Terminal  
**Libraries** - Semaphore, Thread, and other Java Libraries.
  - 6. Hardware Rental Shop**  
**Technology** - Python, Django, Html, CSS, Bootstrap  
**Databases** - Sqlite3 | **Tools** - Microsoft VS Code, Powershell, DB Browser
  - 7. Development of Smart Assistant for Visually Impaired People**  
**Technology** - Java, Brainshop.ai | **Tools** - Android Studio
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