

Pratik Ramchandra Chaugule

IT Support Engineer

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Objective

- IT expert with extensive experience in reviewing Hardware and software features, identifying issues, and enhancing functionality to improve user experience and performance.
- Skilled in collaborating with cross-functional teams to deliver high-quality solutions through proactive issue resolution and continuous improvement.

Skills & Abilities

Testing Expertise: Trouble Shooting, Software Test, OS installation, System Assembling.

Programming Skills: Basic Java, SQL, C++, Python

Productivity Tools: Microsoft Excel

Experience

13 Dec 2023

- Mstrong Management Pvt. Ltd., Navi Mumbai (Maharashtra)
- Conducted manual testing for a multi-user CRM system (PHP, MySQL), executing 100+ test cases across installation, functional, integration, and regression phases to ensure 98% defect-free delivery.
- Collaborated with developers to create 50+ test plans and test cases, reducing testing time by 30% and identifying 95% of critical bugs to enhance software quality
- Coordinated with stakeholders to perform 10+ reporting-level tests per release cycle, ensuring accurate analytics and improving data representation reliability by 20%.
- Maintained a detailed defect tracking report with 100% issue resolution tracking, optimizing debugging efficiency and improving customer relationship outcomes.

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Education

- Balasaheb Jadhav College, Ale (Pune)
BSC (Computer Science) – CGPA: 7.97
- Shri Sainath Haighschool and Junior College, Alkuti
Higher Secondary Education (HSC) – Percentage: 62.77%
- Jay Malhar Highschool, Pune
Secondary School Education (SSC) – Percentage: 70.44%

Communication

Excellent written and verbal communication skills.

Confident, articulate, and professional speaking abilities (and experience)

Empathic listener and persuasive speaker.

Excellent presentation and negotiation skills.

[Leadership](#)

Creativity

Problem Solving

Adaptability