Pratik Shinde

Contact +91 9503936536 | pratikshinde944@gmail.com | GitHub | LinkedIn |

Portfolio: pratik-shinde_portfolio

SUMMARY

Detail-oriented Entry level **Technical Support** with in **Troubleshooting** complex infrastructure and **product issues** for corporate customers, including IT teams from large organizations.Skilled in **system configuration**, bug resolution, and documentation using **ServiceNow**, with a proven **ability to prioritize and resolve issues**, Committed to continuous learning and staying updated with **industry trends** to deliver effective and efficient solutions.

EDUCATION

B.E. Information Technology, P.E.S Modern College of Engineering, Pune	Jun 2024
Higher Secondary Certificate (HSC), Science, Mahaveer College Of Science.	May 2017
Maharashtra State Board (SSC), Rambhau Parulekar Vidyaniketan Pune.	Mar 2015

PROJECTS

Smart ID for Student Academics- SSA

- Utilized ML, Javascript, kotlin and Python to develop a Smart ID system **Android App** aimed at reducing class bunking and improving student academic performance through parental involvement.
- Utilized Power BI, Excel, and developed dashboards to optimize decision-making processes.
- Applied **Troblshooting** Operation to reduce latency and **MySQL Server**.

Cricket Score Prediction - CSP

- Employed machine learning algorithms to predict cricket scores based on gameplay factors and match situations.
- Cricket Score Prediction uses machine learning like run rate, wickets, and match context real-time insights.

EXPERIENCE

Technical Support | Intern – (Remote)	Oct 24 – Present

KULTUREHIRE TECHNOLOGY PVT. LTD

- Provided technical support to corporate customers, including **IT teams** from large Organization,by **Troubleshooting** and resolving complex infrastructure and **product issues**
- Documented all **technical issues**, analyses, and customer interactions in the **ServiceNow Ticketing system**.
- ensuring timely **troubleshooting complex network environments encompassing servers, mainframes, mini-computers, LANs, and WANs.**.

SKILLS

Technical Skills:

- Python, **Data Analytics & Visualization:** Power BI, Tableau, Microsoft Excel, Pandas, Matplotlib, Scikit-Learn, **Databases:** MySQL,, MS Access,Tools & Frameworks: AWS (Intermediate), **DBMS, ETL, MS Office,**Support: **ServiceNow, ITSM, ITBM, SSMS, Troublshooting, network and server** configurations

Soft Skills:-

- Adaptability, **Time Management**, Curiosity, Business Acumen, LATEX, Verbal and Written Communication, **Team Collaboration**, Problem-Solving, Critical Thinking, Presentation Skills, Networking, Public Speaking

CERTIFICATIONS

1.Python Programming
2.Data Analytics and Visualization(Accenture)
3.Master in Data Science,Data Analytics and Data Analysis

Declaration:

I hereby declare that all the statements made in my resume are true and complete to the best of my knowledge and belief.

Pratik Shinde...