

Pratik Shinde

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Portfolio: https://pratik130.github.io/pratik-shinde_portfolio

Summary

Detail-orientated Data Analyst and Technical Support Engineer with hands-on in SQL, DBMS, Excel, Power BI, and Python. Good in troubleshooting, data analysis, reporting, and using ITSM tools like (ServiceNow), Well-versed in Windows Server management. Strong analytical, and problem-solving skills with a quick learning ability to adapt to new challenges. Ready to contribute for insights and technical support and decision-making.

Skills

Technical Skills

- SQL, DBMS, Microsoft SQL Server, Python, MATLAB, Numpy, Pandas, EDA, Data Visualisation, Power BI, MS Excel, ETL, ITSM, ServiceNow (Ticketing Systems), (System Performance Monitoring,) Troubleshooting, TCP/IP, HTTP, DNS, Networking Architecture, Clustering Concepts, Windows Server, Application Servers, Windows Patching and Security Update, App Dynamics, Azure Monitor, LogicMonitor, Log Analysis.

Soft Skills

- Agreeable interaction, Relational acumen, Analytical Thinking and ability, Business Acumen Adaptability, Attention to Detail, Continuous Learning, Multitasking,

Education

B.E. Information Technology, (SPPU Pune University) P.E.S Modern College of Engineering, Shivajinagar Pune. - **Jun 2024**

Higher Secondary Certificate (Maharashtra state Board HSC), Science, Mahaveer College Of Science Ahilya Nagar.

Maharashtra State Board (Maharashtra state Board SSC) Rambhau Parulekar Vidyaniketan Talegaon Dabhade Pune.

Experience

Data Analyst | Database Administrator

Oct 2024- Present

KULTUREHIRE TECHNOLOGY PVT. LTD

- Developed interactive dashboards and real-time reports using SQL, Power BI, and Python, enabling stakeholders to make data-driven decisions.
- Performed data analysis (EDA) using Python (Pandas, NumPy, Matplotlib), uncovering actionable insights and trends to drive business improvements.
- Managed incident and service request tickets using ServiceNow (SNOW) to ensure SLA compliance and timely resolution.
- Executed troubleshooting on Windows Server environments, covering network issues, application server failures, and system-level crashes.
- Conducted detailed log analysis and diagnostics for complex issues across servers and applications, improving incident response across the IT environment.
- Investigated and troubleshoot networking issues related to TCP/IP, DNS, and HTTP, resolving connectivity problems and internal infrastructure.
- Proactively monitored application and system performance using tools like AppDynamics, LogicMonitor, and Azure Monitor, identifying anomalies and performance degradation before they impacted users or systems.
- Supported the deployment and performance tuning of clustering solutions and network architecture, contributing to high availability and fault tolerance in critical application.

Projects

Smart Student Academics- (SSA)

- Utilized AI-ML, Java, and Python to develop a Smart ID system aimed at reducing class bunking
- Designed the system to enhance student academic performance by providing real-time attendance updates to parents, fostering increased parental involvement in their child's education..

Smart Sensor

- Explored how AI and IoT-based sensors improve automation, healthcare, and environmental monitoring.
- a real-time monitoring system designed to optimize agricultural processes. It integrates data from various sensors to provide actionable insights for farmers.

Certification

Power BI, (PWC)

Python Programming.

Data Analytics And Visualisation., (Accenture)

Master in Data Science And 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 Deepak Shinde