

Swapnil Kantilal Bhavsar

Mobile: + 91 8087132573 **Email:** swapnil.bhavsar12@gmail.com **Skype Id:** swapnil.bhavsar7

Career Objective :

To live honest and hard working in a highly challenging, competitive environment for enhancement of career through creative abilities and increase profitability of organization.

OVERVIEW

- 13 + IT Software Support / Implementation / Installation / Project Management.
- Experience of Software Installation, Support & Implementation. Project Implementation Phase Designing, Support Functions. Follow process of Software Support Documentation (SSD) & Support & Post Implementation i.e. Live Stage of Software. Problem Solving, Troubleshooting.
- Good expertise in Data processing using Excel & work on Software base reports.
- Prepare Project fortnight / Monthly Documentation, progress report and activities. Maintained a knowledge base (Canned Resources) for Live Chat & support tickets and standard procedures.
- Identified potential future issues based on past and present system performance. Provided Technical assistance and training to staff & clients.
- Involvement in interview of new staff members, decision, training & assigning task.
- Involvement in new projects.

SKILL SET

- **Database : SQL Server 2000/MS-ACCESS**
- **Operating System :** Windows XP/Windows 7/ 8 / 10
- **Amazon Web Services (AWS)** – Currently working on Amazon Web Services.
- **Software Testing.**

FUNCTIONAL

- Worked in coordination with the project administrator and development team to complete the given tasks within timeline. Served as a point of contact from project initiation to project completion.
- Worked under the supervision and guidance of the assistant project manager and superintendent and learned project strategies from them.
- Handling Departments day to day activity and generate MIS / DPR Reports in excel Managing smooth implementation and testing application at client location. Define best practices for Project Support and Documentation.
- Providing post implementation, application maintenance and enhancement support to the client regarding to the product / software application.
- Support Client through telephonic & by remote connection to solve their problems / queries regarding product / software handling.
- Coordinate and participate in system testing for enhancements and projects. Documentation & Team handling & problems resolving.

- Coordination between user and development team for handling user's requirements in software and completed from development team testing & updating of that at user end.
- Managing Requirement gathering, system analysis and finalization of technical / functional specifications.

ORGANISATIONAL SCAN

Global Financial Datafeeds LLP (Nashik – Maharashtra)

Jun 10 till to date - :- as a Support Manager.

GFDL is the one of the only 5 Indian companies which are authorized by NSE and MCX to disseminate their realtime data to interest trading community. Due to its unique delivery model, stringent quality check and top of the line products, GFDL has quickly assumed a prominent place in its segment. Thousands of professional traders, funds, brokerage houses as well as individual investors use our realtime data products to make their trading and investment decisions. GFDL is owned by established individual having presence in Consumer Electronics and Software industries already.

Job Profile :

- Handling customer's queries over mail, Live Chat using Live Zilla application and over phone (if required).
- Maintains staff by recruiting, selecting, orienting, and training employees; maintaining a safe, secure, and legal work environment.
- Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
- Maintain employee work schedules including assignments, job rotation, training.
- Review technical feasibility and work with team to develop timelines for product development.
- Created and executed manual software test plans, cases and scripts, and identified and documented software problems and causes.
- Involvement in development, networking and Testing.
- Create ready made canned resources for support team.

Sonal Infosystems Pvt. Ltd. (Nashik – Maharashtra)

Sep 2007 to Jun 2010 - :- as a Software Support Executive.

Sonal Infosystem working on accounting software of Sales Tax, developed in VB 6.0 and Backend is SQL Server.

Job Profile :

- Installed software on customer's PC, Giving training and online support and telephonic support .
- Software Testing.
- If there is any requirement in s/w, pass that details to development dept.

Netween System & Software Pvt. Ltd. (Nashik – Maharashtra)**Oct 2004 to Sep 2007 - :- as a Software Support Executive.**

Company has multiple software in Banking, adat (APMC Market), Trading and others. Main office is in Nashik and branches are all over Maharashtra.

Job Profile :

- Worked on Banking & Adat + Trading software developed in VB 6.0.
 - Make the changes in Crystal Report as per customer requirement at customer end.
 - Installed software on customer's PC, Giving training and online support and telephonic support.
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Software Guru Corporation (Mumbai)**Oct 2001 to Sep 2004 - :- as a Software Support Executive.**

Having software of TDS, PestPatrol anti virus and other taxation related softwares.

Job Profile :

- Install s/w on Customer PC, Giving online Support
 - Hardware Maintenance, Maintain Customer record.
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ACADMIC PROJECT OVERVIEW

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Title: Computerized Library Management System**FORNT END :** Visual Basic 6.0.**BACK END :** Microsoft Excel.**ROLE:** I have done the analyst Designing of Front End, Database, Documentary of Project Report.**ACEDAMIC CREDENTIALS**

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Diploma in Computer Technology from K.B.H. Polytechnic, Malegaon, B.T.E. with 69% in Jun-2001.

H.S.C. (Technical) from K.B.H. Vidyalaya, Malegaon, Nashik University with 50% in March – 1997.

PERSONAL DETAILS

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Date of Birth	: 7 th November 1979
Residential Address	: Morya Heights, Flat No. 9, 3 rd floor, Behind Sales Tax office, Near New water tank, Pathardi Phata. Nashik - 422010
Languages Known	: Marathi/Hindi/English
Marital Status	: Married
Location Preference	: Nasik / Mumbai / Pune