

Summary

Results-driven Senior Associate with expertise in desktop support and strong technical skills, currently contributing at Eviden, an Atos business. Seeking to transition into the dynamic realm of IT and software development. Actively pursuing skill development at 'Jetking Learning Center' to enhance proficiency in programming languages. Seeking opportunities in 'web development and 'blockchain smart contract development'.

Work Experience

Senior Associate | Eviden an Atos Bussiness

Pune | March 2022 - Oct 2024

- Provided technical support to end-users, resolving hardware, software, and network-related issues.
- Troubleshoot and diagnosed system performance issues on desktops, laptops, and mobile devices.
- Managed user accounts, permissions, and security settings in Windows and Linux environments.
- Supported the setup, configuration, and troubleshooting of networking equipment (routers, switches, VPNs).
- Created and maintained technical documentation and knowledge base articles to enhance internal support efficiency.
- Collaborated with cross-functional teams to address recurring issues and improve system performance.

Operations Representative | Concentrix

Pune | Jan 2021- Feb 2022

- Served as an integral part of the operations team for the e-commerce platform, Flipkart, aiding the efficient functioning of the platform.
- Skillfully addressed customer queries and concerns regarding orders, shipments, and product information, enhancing customer satisfaction.
- Played a crucial Subject Matter Expert role, contributing expertise towards enhancing operational processes and addressing complex challenges.

Education

BSc in Computer Science

From Savitribai Phule Pune University, V.P.S.College Lonavala

Lonavala | July 2016 - May 2019

Percentage : 72 %

Skills

Python | JavaScript | Solidity | Rust | Go | HTML5 | CSS3 | TypeScript | SQL | pgSQL | MongoDB | React.js | Next.js | Django | Node.js | Express | Tailwind | Bootstrap | SEO | Rest API | Redux | Truffle suite | Ganache | Hardhat | Web3.js | Ether.js | openzeppelin | Thirdweb | Metamask | Remix IDE | Ethereum smart contract | Data Analysis | Fullstack | Blockchain- **All professional proficiency or above**

Certification

Master in Blockchain Development | Jetking Learning Center

Sept 2024

Project

Online Portfolio website

[View in GitHub](#)

- Developed an innovative 3D portfolio website showcasing roles, skills and work history.
- Made use of technologies such as ThreeJS, React Three Fiber, TailwindCSS, and Framer Motion for an engaging user interaction.
- Integrated email functionality to ensure seamless user communication and used Suspense and Preload techniques for optimal responsiveness.

Decentralized Crowdfunding Platform

[View in GitHub](#)

- Decentralized crowdfunding platform using blockchain to innovate funding models, incorporating Solidity for smart contracts, React.js and Tailwind CSS for UX, and Thirdweb for a web3 environment.
- Ensured automated various critical aspects of crowdfunding campaigns, such as fund allocation, milestone-based payments, and the establishment of transparent, self-executing agreements. This groundbreaking approach significantly enhanced trust between User and contributors, fostering a more secure and efficient crowdfunding ecosystem.

Fake Product Identification using Blockchain

[View in GitHub](#)

- Led blockchain solution development to secure product authenticity.
- Programmed and deployed secure smart contracts in Solidity for QR code generation/verification to ensure product integrity within the supply chain
- Designed a polished frontend with responsive Bootstrap user interface.