



# SHUBHAM PAGAR

Web Support Analyst

## PROFESSIONAL SUMMARY

Dedicated Web Support Analyst with 1.5 years of experience providing exceptional technical assistance and troubleshooting expertise. Proven track record in developing websites using Word-press, html & CSS and diagnosing and resolving complex web-related issues, ensuring seamless user experiences. Currently pursuing a Java Developer course to expand proficiency in backend development, combining practical experience with comprehensive training

## CONTACT

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## SOFTWARE PROFICIENCY

### • Courses:

Pursuing Java Development  
Course from SQUAD Infotech

### • Computer language known:

Java, Html, CSS,  
.Net(framework) ,C#, SQL

## WORK EXPERIENCE

### Reachlocal PVT LTD - Web Support Analyst

**Feb 2022 – Till Date**

- Developing websites on CMS such as Wordpress, Thrivehive and other CMS.
- Working on Salesforce Cases for resolving website related issues and other website updates
- Working on creating blog pages and Redirecting broken URLs in the website.
- Working on Quality Assurance (QA) for Landing Pages
- Working on other tasks such as Make changes on Landing pages and Site Cancellation.
- Working on Adobe photoshop & Canva to edit images for the website
- Working on Search Engine Optimization for optimizing website for google search.

### Anunta Technologies - IT-Support Engineer

**Feb 2020 – Nov 2021**

- Providing L1 support to L&T Financial Services and 3rd Party Production Applications.
- Coordinating with L2 and L3 support team.
- Working on WorkBence to Run Apex code scripts to resolve Customer's technical issues.
- Familiar with databases, application and web services in high availability and high performance cluster environment.
- Providing support to Android Application
- Resolving queries of customers using Salesforce.
- Monitoring the working of Java Application along with SQL as a backend.
- Monitoring working of Application servers.
- Working on databases using SQL queries.
- Sending detailed reports to Operation and Product team.

- **Content Management Systems:**

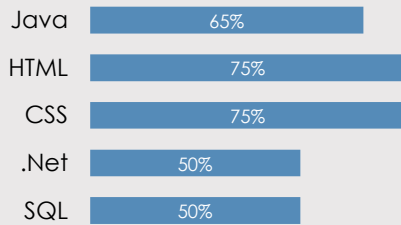
Wordpress, Duda, Thrivehive

- **Simulation and Drafting:**

QGIS, Oracle, WBS Pro

- **Operating System:**

Windows Vista XP, Windows 7,8,10,  
Linux



## PERSONAL SKILLS

- Good knowledge of programming languages such as Java & C#
- Good knowledge of Html and CSS
- Knowledge and experience in MS/SQL and Oracle
- Basic knowledge of programming languages such as Java, .net and HTML
- Good knowledge of MS/excel
- Good Knowledge of Adobe Photoshop and Canva.

## PERSONAL DETAILS

- **Nationality:** Indian
- **Gender:** Male
- **Date of Birth:** 27th nov 1997
- **Flexibility To Travel:** 100%
- **Language Known:** English, Marathi, Hindi.

## HOBBIES

- Listening to Music
- Trekking & exploring places
- Playing Kabaddi & Cricket

## EDUCATION

### Sathaye College

2015 - 2018

Completed B.SC.IT from the University of Mumbai

### Sathaye College

2013 - 2015

Completed HSC from the Maharashtra State Board.

EXAM / DEGREE	YEAR	NAME OF INSTITUTE	UNIVERSITY/ BOARD	PERCENTAGE
B.SC.IT	2018	Sathaye College	University of Mumbai	Final Grade- C 56.61
HSC	2015	Sathaye College	Maharashtra State Board	55.69%
SSC	2013	Nandadeep Vidyalyaya	Maharashtra State Board	79%

## PROJECT DETAILS

### B.SC. IT PROJECT- DISTANCE EDUCATION/LEARNING WEBSITE

<b><u>DEVELOPER SIDE:</u></b>	OPERATING SYSTEM	WINDOWS 10
	DATABASE	MICROSOFT ACCESS
	PROGRAMMING LANGUAGE	C# (ASP.NET)
	DEVELOPMENT IDE	MICROSOFT VISUAL STUDIO 2010
<b><u>CLIENT SIDE:</u></b>	OPERATING SYSTEM	ANY
<b><u>SERVER SIDE:</u></b>	OPERATING YSTEM	ANY
	DBMS	SQL SERVER
	WEB BROWSER	ANY COMPATIBLE BROWSER