

SOURAV MAHETA

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PROFESSIONAL SUMMARY

Dynamic Application Support Engineer with a proven track record at L&T Finance Ltd, excelling in incident management and data analytics. Expert in Salesforce and Tableau, I enhanced production stability and reduced incident recurrence through root cause analysis and cross-functional collaboration, delivering impactful insights to management for informed decision-making.

SKILLS

- Salesforce administrator
- Apex queries
- Salesforce debugging - Apex
- SOQL
- SQL
- Data analytics
- Python
- Arduino
- Tableau
- Microsoft Excel
- GIT
- Workbench
- Root cause analysis
- Leveraging AI for daily tasks
- Cross-functional collaboration
- Data visualization
- Incident management
- Application monitoring
- User support
- Creative solution development
- Technical documentation writing

EXPERIENCE

08/2022 - Current

Application Support Engineer L2

L&T Finance Ltd - Bengaluru

- Resolved production issues for the mobile application by collaborating with L1 and L3 teams.
- Streamlined workflows and optimized processes through cross-functional team collaboration.
- Analyzed recurring support ticket data to identify root causes, reducing incident recurrence.
- Creating timely Tableau Dashboards for the tickets data for the higher management.
- Managed and optimized Salesforce CRM data, ensuring high data quality for business intelligence and reporting.
- Maintained production stability and ensured high application uptime for critical Salesforce applications.
- Developed and delivered insightful presentations to higher management, summarizing technical findings and project progress, facilitating informed decision making.
- Leveraged expertise in: Salesforce, SOQL, SQL, GIT, JIRA, Apex, Tableau

01/2022 - 06/2022

Associate Consultant (BI and Analytics)

Nabler Web Solutions - Bengaluru

- Developed interactive business intelligence dashboards using Salesforce Datorama, improving visualization and accessibility for stakeholders.
- Designed and built analytical dashboards by performing comprehensive data cleaning, interpretation and analysis, contributing to clearer insights.
- Utilized robust technical stack including: Python, SQL, Tableau and Excel for data manipulation and visualization projects

EDUCATION

Expected in 01/2027

EXECUTIVE M.TECH: APPLIED AI

VISVESVARAYA NATIONAL INSTITUTE OF TECHNOLOGY (VNIT) - NAGPUR

Intensive 2 year weekend program designed for working professionals. Offline examinations ensuring comprehensive assessment of theoretical and practical knowledge

07/2022

B.TECH: COMPUTER SCIENCE AND SYSTEMS ENGINEERING

JAIN UNIVERSITY - BENGALURU

- CGPA: 8.591
- GPA: 81.82%

01/2018

H.S.C: SCIENCE

MITHIBAI COLLEGE - MUMBAI

GPA: 76.0%

01/2016

S.S.C

ST. XAVIER'S HIGH SCHOOL - VIRAR

GPA: 88.2%

WEBSITES, PORTFOLIOS, PROFILES

- <https://souravmaheta.github.io/>
- www.linkedin.com/in/sourav-maheta-4b646b21a

PROJECTS

- Created an interactive Tableau dashboard to analyze ticket data based on location and branches. Identified key contributors to the tickets and provided data-driven recommendations to improve production stability
- Women's smart Safety device using Arduino. Published a paper on the same on the website Gyancity Journal of Engineering and Technology (GJET) (ISSN: 24560065 assigned by NISCAIR, India). Navigate to Vol. 8 No. 1: January 2022.
- AI-driven financial market analysis and volatility forecasting. Analyzing the historical performance of a stock (NVDA) and developing predictive models for short-term price forecasting.
- Temperature sensor using LM35 and ThingSpeak cloud server, knowing the temperature from any location
- Smart dustbin using Arduino programming