Sourav Maheta

Application Support Engineer L2

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PROFESSIONAL SUMMARY

Highly analytical professional with 3 years in the Software production support/Application support role L2 in NBFC ensuring application stability, optimizing IT Operations, and resolving production issues for mobile applications. With a proven ability to analyze complex data to resolve critical issues and identify patterns and create impactful presentations for strategic decision making. Seeking a Data Analyst/ Data Scientist role to leverage strong data management, SQL, SOQL, Apex, Python and Tableau skills for data driven insights

WORK EXPERIENCE

L&T Finance Ltd, Bengaluru - Application Support Engineer L2   **AUGUST 2022-PRESENT**

- 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

Nabler Web Solutions,Bengaluru - Associate Consultant (BI and Analytics)   **JANUARY 2022- JUNE 2022**

- 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

VISVESVARAYA NATIONAL INSTITUTE OF TECHNOLOGY (VNIT), NAGPUR - EXECUTIVE M.TECH(APPLIED AI)* JANUARY 2025 - JANUARY 2027 (Expected)

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

JAIN UNIVERSITY, BENGALURU - B.TECH (COMPUTER SCIENCE AND SYSTEMS ENGINEERING)   JUNE 2018 - JULY 2022
PERCENTAGE: 81.82%   CGPA: 8.591

MITHIBAI COLLEGE, MUMBAI - H.S.C (11TH AND 12TH)   YEAR OF PASSING - 2018
STREAM: SCIENCE   PERCENTAGE: 76.0%

ST. XAVIER'S HIGH SCHOOL, VIRAR - S.S.C   YEAR OF PASSING - 2016
PERCENTAGE: 88.2%

PROJECTS & ACTIVITIES

1. **Temperature sensor using LM35 and ThingsSpeak Cloud server, knowing temperature from any location.**

2. **Smart Dustbin using Arduino Programming.**

3. **Women's smart Safety device using Arduino Programming. Published a paper on the same on the website Gyancity Journal of Engineering and Technology (GJET)(ISSN: 2456-0065 Assigned by NISCAIR, India). Navigate to Vol.8 No.1 : January 2022 , No. 2 Link: Link to the Publication**

4. **Created an interactive Tableau dashboard to analyze tickets data based on location and branches . Identified key contributors to the tickets and provided data-driven recommendations to improve production stability. Link: Link to the Tableau Public Dashboard**

5. **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. Link: Link to the GitHub Repository**

CORE COMPETENCIES & TECHNOLOGIES

● Salesforce Administrator	● Data Analytics	● JIRA
● Salesforce Datorama	● Python	● Workbench
● Apex Queries	● Arduino Programming	● Root Cause Analysis
● Salesforce Debugging - Apex	● Tableau Visualization	● Leveraging AI for Daily Tasks
● SOQL	● Microsoft Excel	● Cross-functional
● SQL	● GIT	Collaboration