SOURAV MAHETA

Bengaluru, 560094 | +91 8806145164 | sourav.maheta676@gmail.com | LinkedIn Profile | Technical Portfolio

PROFESSIONAL SUMMARY

Dynamic Application Support Engineer with a proven track record at L&T Finance Ltd in incident management and data analytics. Expert in Salesforce and Tableau, specialized in enhancing production stability through rigorous root cause analysis and cross-functional collaboration. Currently pursuing an Executive M.Tech in Applied AI to leverage advanced machine learning techniques for business intelligence and predictive forecasting.

CORE COMPETENCIES

- **Platforms:** Salesforce (Admin, Debugging, Workbench), JIRA, GIT.
- **Data & Analytics:** Tableau (Dashboarding), Data Visualization, Data Analytics, Microsoft Excel.
- **Technical Languages:** SQL, SOQL, Apex Queries, Python, Arduino.
- **Support & Operations:** Incident Management, Root Cause Analysis (RCA), Technical Documentation, Application Monitoring.

PROFESSIONAL EXPERIENCE

L&T Finance Ltd | *Application Support Engineer L2* | **08/2022 – Present**
- **Incident Resolution:** Resolved complex production issues for mobile applications by coordinating between L1 and L3 support teams to ensure minimal downtime.
- **Operational Efficiency:** Streamlined internal workflows and optimized support processes through proactive cross-functional collaboration.
- **Root Cause Analysis:** Analyzed historical support ticket trends to identify and mitigate recurring issues, significantly reducing incident volume.
- **Business Intelligence:** Developed automated Tableau Dashboards to visualize ticket data, providing senior management with real-time insights into production health.
- **CRM Optimization:** Managed Salesforce CRM data integrity, ensuring high-quality datasets for business intelligence reporting and Salesforce application stability.

Nabler Web Solutions | *Associate Consultant (BI and Analytics)* | **06/2022 – 08/2022**
- **Dashboard Development:** Engineered interactive BI dashboards using Salesforce Datorama, enhancing data accessibility for key stakeholders.
- **Data Engineering:** Executed comprehensive data cleaning and interpretation using Python and SQL to build robust analytical models.

EDUCATION

- **Executive M.Tech: Applied AI** | Visvesvaraya National Institute of Technology (VNIT) | *Expected Jan 2027*
- **B.Tech: Computer Science and Systems Engineering** | Jain University | *2022* | **CGPA: 8.59**

PROJECTS

- **AI-Driven Financial Market Analysis:** Developed predictive models for NVDA stock price forecasting and volatility analysis.
- **Tableau Incident Analytics:** Built a location-based dashboard to identify ticket hotspots and provided data-driven recommendations for production stability.
- **IoT Women's Smart Safety Device:** Developed an Arduino-based women's safety device, published research in the *Gyancity Journal of Engineering and Technology (GJET)*.