

# Pratiksha Nayakavade

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## EDUCATION AND CERTIFICATIONS

**Bachelor of Computer Applications**, Shreemati Nathibai Damodar Thackersey Women's University (SNDT) | 2019 | Minor: Data Science | B+

**H.S.C (Science)**, Maharashtra State Board | 2016 | Minor: Data Science | B

**Tata Data Visualisation Virtual Experience Program on Forage** | Aug 2022

Framing the Business Scenario, Choosing the Right Visuals, Creating Effective Visuals, Communicating Insights and Analysis.

**Accenture Data Analytics and Visualization Virtual Experience Program on Forage** | Sep 2022

Project Understanding, Data Cleaning & Modeling, Data Visualization & Storytelling, Present to the Client.

## PROFESSIONAL EXPERIENCE

**Technical support consultant**, TESCO Business Solutions | Jan 2022 – Present

- I am working on the NKGSB bank project, providing support to the NKGSB bank network team on Citrix SD-WAN.
- Working closely with the sales team to provide clarifications and answers to customer queries resulting in improved uptime of 99.99%.
- Investigated and resolved customer issues by researching product manuals and seeking assistance from senior technical support consultants.
- Provided technical consulting and sales support services to 50 clients.
- Logged all customer issues in the company's customer support database, solving 99.2% of the issues.
- Responded to customer inquiries via telephone and email.
- Provide remote support to field engineers and end users/customers during installation.
- Received an average 87% customer satisfaction rating to date.
- Implemented regular alerting and monitoring of network performance which reduced network down-time by 11% through quicker response times.

**Presales Technical Consultant**, TESCO Business Solutions | Dec 2020 - Dec 2021

- I was responsible for cold calling, managing the SFDC portal, creating SOID, and checking feasibility.
- I created monthly, quarterly, and annual SMART business plans and achieved targets while expanding the customer base through up-selling and cross-selling.
- Worked on email and SMS marketing.
- I also conducted business reviews using CRM programs, analyzed competition, and developed strategies accordingly.
- Understanding key customer's individual needs and addressing these.
- I analyzed, evaluated, and communicated network capacity and performance data to drive improvements to customer networks.

- I created presentations and proposals, collaborated with various internal and external teams, and worked on social media marketing.
- I also designed system configurations, created technical implementation plans, and managed the SD-WAN funnel.
- One of my key achievements was working on the Trent Tata project and successfully implementing Citrix SD-WAN.

## PERSONAL PROJECTS

### Sales Insights Data Analysis | 2022

- Designed a Power BI dashboard to understand AtliQ hardware goods sales trend.
- The final dashboard was effective at displaying the sales trend of AtliQ hardware, allowing users to understand the data and make informed decisions.
- This dashboard could help in increasing the revenue at least by 7% in the next quarter.
- **Technologies used:** SQL server, Tableau, Excel.
- Link: <https://github.com/PratikshaNayakavade/Sales-Insights-Data-Analysis-Project>

### Revenue insights in hospitality domain | [Power BI | Excel]

- Atliq Grands noticed a loss in their market share and revenue over a few months. To understand the cause of this loss, they needed a way to analyze this.
- I created a dashboard in Power BI using three months of data.
- With the created dashboard, the Revenue team of Atliq Grands were able to gain insights about their revenue trend. This could help in regaining their revenue and market share by 20% in the next month.
- Link: <https://github.com/PratikshaNayakavade/Revenue-insights-in-hospitality-domain>

## SKILLS

- |                        |                   |
|------------------------|-------------------|
| ● Team Collaboration   | ● SQL             |
| ● Client Relationships | ● Microsoft Excel |
| ● Analysis             | ● PLSQL           |
| ● Communication        | ● Power BI        |
| ● Python               | ● Linux           |
| ● Asp.Net              | ● Problem-Solving |

## Languages

- Conversational Proficiency in English.
- Fluent in Marathi and Hind.

## EXTRACURRICULAR ACTIVITIES

- Awarded for participating in seed IT idol Mumbai contest Organized by seed Infotech Ltd and university of Mumbai.
- Actively participated in the Maha IT Geniuse-test conducted by MKCL.