Prathamesh Shukla

Technical Support Engineer

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📞 9768892184

📍 Pune, India

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🪪 PROFILE

Prathamesh Shukla is a seasoned IT professional with a strategic mindset and proven expertise in cloud migrations, notably specializing in ORACLE on-premise to cloud migration. Currently spearheading installation and configuration tasks at IDEAS sas, he showcases exceptional problem-solving skills, decisive decision-making abilities, and a meticulous approach to ensuring seamless transitions. With a steadfast commitment to operational excellence and a track record of delivering efficient solutions, Prathamesh is poised to drive business success in his role.

🎓 EDUCATION

Post Graduate Program in Data Science and Business Analytics
University of Texas
2023 – present

Bachelors in Management Studies
Mumbai University
2018

🧠 INTERPERSONAL SKILLS

Problem Solving

Analytical Skills

💼 PROFESSIONAL EXPERIENCE

IDeaS A SAS Company
Technical Support Engineer
06/2023 – present | Pune, India

- Proactively monitor processing across all IDeaS client base to ensure optimal performance and contribute to achieving departmental goals.
- Ensure timely completion of installations to meet revenue targets and optimize turnaround time for technical, installation, and monitoring issues.
- Resolve Technical issues regarding the decision uploads to all the selling channels towards the client side for revenue generation, including system configuration through the client portal or salesforce.
- Facilitate ORACLE on-premise to cloud migrations, focusing on Revenue Management System, and perform installations for new properties or upgrades as needed.
- Utilize SQL to strategically manipulate future forecast data, enabling revenue management for newly migrated properties and delivering actionable insights to clients.
- Utilize support tools effectively to expedite process monitoring, troubleshooting, and resolution of client tickets on the Salesforce portal.
- Resolve basic technical, business, or decision issues for clients, including system configuration and usage, through clear communication and support via client portal, chat, or direct interaction.
- Provide mentorship to junior team members, fostering their professional growth and contributing to overall team effectiveness.

Wipro Technologies Limited
Technical Administrator
04/2022 – 06/2023 | Pune, India

- Proficiently address network and cloud-related issues as an L2 Technician at CITI Technologies.
- Expertise in troubleshooting issues related to cloud storage and SharePoint, ensuring seamless data management and collaboration.
- Provide comprehensive support for cloud desktop environments and associated applications, ensuring uninterrupted workflow for end-users.
- Skilled in managing and resolving issues related to third-party applications and proxy configurations, enhancing system security and performance.
- Utilize Service Now ticketing system for efficient management and troubleshooting of technical issues, ensuring timely resolution and minimal downtime.

Concentrix
Operations Representative
03/2019 – 03/2022 | Mumbai, India

- Deliver technical assistance to customers in the US and Canada for HP products as part of the HP PS Process.

Customer Relationship Management

Client Management

Communication

Team Player and Leadership

CERTIFICATES

- Certified in Power BI
- Service Delivery Onboarding G2 Comprehensive Assessment
- Service Delivery G3 Transition Comprehensive Assessment
- Service Delivery RevPlan Assessment

LANGUAGES

English   ● ● ● ● ○

Marathi   ● ● ● ● ○

Hindi   ● ● ● ● ○

- Provide expert support for Windows installation and security software, including McAfee security, ensuring optimal system protection.
- Troubleshoot and resolve hardware issues such as webcam, sound card, keyboard, and mouse, ensuring uninterrupted functionality.
- Address internet and network issues, offering prompt solutions to ensure seamless client connectivity.
- Assist customers in upgrading drivers to enhance product performance and resolve related queries professionally and efficiently.

SKILLSET

Data Analysis
Statistical Analysis Techniques, Data Manipulation Tools like SQL

Cloud Migration
Installation, Configuration, process Monitoring and Troubleshoot

Business Intelligence
Familiarity with BI tools, and methodologies to provide data-driven recommendations for optimizing business process

Data Visualizations
Power BI, Tableau and Presentations

Advanced Excel
Pivot, Excel Ad-ins, Data Modelling, Advanced Formulas

Reporting and Dashboards
Conditional Formatting, Data Integration, Storyboarding

Revenue Optimization
Pricing Strategies, Demand Forecasting, Yield Management

REFERENCES

References will be shared upon request.