Prithviraj Shinde

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📅 2000 Apr 15

Career Objective

To pursue a challenging and motivating career that will utilize and strengthen the skills that I possess & to be part of a successful team of individuals who thrive on challenges, where my skills and abilities will enhance the company's success and thereby own my growth.

Work Experience

Product Support Engineer,   2022 Nov – present | Pune, India
Bajaj Finserv Direct Limited

- Project Name: Mutual Fund
- Duration of employment: 2 Years
- Tools: PGAdmin4, Kibana, New Relic, Cornicle, Jira, Postman

Summary:
- Part of the Bajaj Mutual Funds Platform Production Support team.
- Collaborated with the development team to identify and address production issues.
- Developed and maintained technical documentation and training materials.
- Facilitated communication with project 3rd-party application partners to identify and address operational challenges, fostering collaborative problem-solving and strengthening relationships.
- I managed customer issues by meticulously documenting and tracking them within a customer relationship management (CRM) system. Ensure timely resolution of issues, contributing to improved customer satisfaction and retention.
- Attending meetings/con calls with the Tech/Business team.
- Researching, troubleshooting, diagnosing, and identifying solutions to the integration issue.
- Taking ownership of customers and business issues reported and seeing problems through resolution.
- Using SQL Postgres for database for fetching data and using JIRA tool for project management.
- Bug fixing for Mobile and Web applications.
- Coordinate with Developers to resolve technical issues.
- Monitor New Relic Tool for services, instances, and KPI breaching .
- Checking all alerts on mail & needs to take necessary actions on them responsible for providing remote/online technical support to clients.

Skills

Programming/Scripting Languages: Python

Operating System: Microsoft Windows, Linux

Database: Oracle, MYSQL

Monitoring Tools: New Relic, Kibana, Cronicle

Ticketing Systems: Jira

Awards

Certificate of Appreciation Award,   2024

Bajaj Finance Limited

Awarded the **Client Appreciation Award** by Bajaj Finance Limited for successfully launching the Mutual Fund ARN Platform.

DEPLOYMENT STAR AWARD,   2023

Bajaj Finserv Direct Limited

Awarded the Deployment Star Award by Bajaj Finserv Direct Limited for outstanding ownership of BFL Investment releases.

Education

Master Of Science (Computer Application),   2020 Jun – 2022 Mar

Savitribai Phule Pune university

CGPA: 9.48

Bachelor Of Science (Computer Science),   2017 Jun – 2020 Apr

Savitribai Phule Pune University

 Percentage: 67.05%

Higher Secondary Certification Examination,   2016 Jun – 2017 Feb

Sinhgad College of Arts, Commerce and Science

Class: Second Class

Secondary School Certification Examination,   2014 Jun – 2015 Mar

New Engilsh School,Pune

Class: First Class with Distinction

Declaration

I, hereby confirm that, all the above furnished details are the best of belief & knowledge.

Prithviraj Shinde.