DEEP GHOSHAL
Software Analyst

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Summary

Software Analyst with 1.8+ years of experience in L1/L2 Application and technical support. Skilled in incident and service request management and SLA-driven support. Familiar with Linux-based systems and networking, with basic knowledge of AWS cloud services such as EC2, S3, IAM, VPC, and CloudWatch. Experienced with ticketing systems, documentation, and continuous service improvement.

Skills

Technical: Linux RHEL, AWS Cloud, SQL, Python, OS, Git, Networking
Tools and Libraries: MS Office, Power BI, VS Code, GitHub, Zoho Cliq, Google Workspace

Experience

Software Analyst   **April 2025 – Present**
WordPro Computer Consultancy Pvt. Ltd. (On-Site)   *Pune, MH*

- Provided **L1/L2 support** for ERP systems across 3–4 concurrent client accounts.
- Handled user-reported issues via calls, chats, and tickets, ensuring **timely resolution and customer satisfaction**.
- Assisted with **incident analysis, troubleshooting, and escalation** as per defined support processes.
- Configured and customized ERP modules to meet **client-specific workflows and business requirements**.
- Managed an average of 25 support tickets daily, achieving a **98% customer satisfaction rating** by providing clear, concise, and effective solutions to complex ERP system issues.

System Analyst   **June 2024 – April 2025**
New Diamond English School Pvt. Ltd. (On-Site)   *Nagpur, MH*

- Resolved **hardware, software, and device driver** issues, including OS installations, patches, and upgrades.
- Performed **system maintenance, backups, antivirus checks, and performance monitoring** to ensure smooth daily operations.
- Troubleshot **LAN/network connectivity issues**, coordinated with network administrators, and managed tickets using Google Workspace and Zoho Cliq.
- Addressed IT hardware and application software issues.

Internship   **December 2023 – June 2024**
AppXBuild Technologies Pvt. Ltd. (On-Site)   *Nagpur, MH*

- Provided application support for Python- and WordPress-based applications.
- Acted as a **client-facing** point of contact, performing initial troubleshooting, and **escalating issues to backend, cloud, or vendor teams** as required, improving overall application, and **system efficiency by 35%**.
- Assisted with **UAT testing, requirement gathering, and documentation**, and worked with **SQL queries**, to help reduce rework during releases by 15%.

Projects

Media YT Manager | *Python, SQLite3, OOP, JSON, SQL Database*

- Developed a video management application to organize, categorize, and search videos efficiently using Python.
- Utilized JSON for data exchange, ensuring smooth communication between the app and its components.
- Applied Object-Oriented Programming (OOP) principles for scalable, reusable, and maintainable code architecture.
- **GitHub Repository link :** https://github.com/deepghoshal/YTManager

Portfolio Web Page | *HTML, CSS, JavaScript, Bootstrap, API, Web3 form*

- Designed and developed a responsive portfolio website using HTML, CSS, JavaScript, and Bootstrap.
- Integrated the Gmail API with the contact form using Web3.
- Implemented modern interactive UI/UX components, and optimized performance for seamless user experience across devices.
- **Website link :** https://deep-portfolioo.netlify.app

Certifications

- **The Complete Linux Training Course - Udemy (2026)**
- **AWS Cloud Practitioner Essentials - AWS Skill Builder (2026)**
- **Introduction to ITIL V4 - Simplilearn (2025)**
- **Python Programming - Udemy (2025)**
- **Computer Networking - Simplilearn (2025)**
- **Git and GitHub Essentials - Coursera (2024)**
- **Cloud Computing - NPTEL (2022)**

Education

B.Tech in Electronics and Telecommunication Engineering **Graduated: 2024**
G.H. Raisoni Institute of Engineering and Technology, Nagpur *CGPA: 7.47 / 10*

HSC - Science (CBSE Board) **Passed: 2020**
Kendriya Vidyalaya Ambajhari, Nagpur *73%*

SSC - (CBSE Board) **Passed: 2018**
Kendriya Vidyalaya CRPF, Nagpur *73%*