SHITAL LOKHANDE

SENIOR TECHNICAL SUPPORT ENGINEER

+91 7498855289

A5-012, Hinjewadi Hills, Nere-Dattawadi, Hinjewadi, 411057

shitallokhande30@gmail.com

https://www.linkedin.com/in/shital-lokhande-6392aa107/

I'm a software engineer with over **3 years 7 months** of experience working in the tech industry, providing valuable expertise to leading businesses in **Product based SAAS Companies.**

AREAS OF EXPERTISE

I am an IT professional who has worked extensively in troubleshooting and debugging on **Microsoft Azure, GCP, APIs, JIRA, Power Bi, Salesforce, Excel analysis, etc.**

I have worked on technologies like **Linux, Postman, Vision DB, cron jobs, AWS, Big data, and Python.**

EDUCATIONAL HISTORY

CUMMINS COLLEGE OF ENGINEERING FOR WOMEN, PUNE

E&TC ENGINEERING, 66.83%
CLASS OF 2017

CUSROW WADIA INSTITITE OF TECHNOLOGY, PUNE

E&TC ENGINEERING, 84.19%
CLASS OF 2014

SADHANA ENGLISH MEDIUM SCHOOL, PUNE

SSC , 88.91
CLASS OF 2011

PROFESSIONAL HISTORY

SENIOR TECHNICAL SUPPORT ENGINEER

VERLOOP.IO | NOV 2021 - JUN 2023

- Verloop.io helps businesses deliver delightful experiences across channels. Our conversational AI platform uses advanced NLP and ML to automatically resolve customer issues with natural language.

TECHNICAL SUPPORT ENGINEER

AVALARA TECHNOLIGIES PVT LTD. | JAN 2020 - NOV 2021

- •Avalara helps businesses of all sizes get tax compliance right.
- •Avalara delivers cloud-based compliance solutions for various transaction taxes, including sales and use, VAT, GST, excise, communications, lodging, customs duties and other indirect tax types.

SKILLS

- GCP	- SQL	- AWS
- MICROSOFT AZURE	- DATA ANALYSIS	- LINUX
- JIRA	- NETWORKING	-ACTIVE DIRECTORY
- POWER BI	- AI/ML	-PYTHON

VERLOOP

DOMAIN : AI POWERED BOT BUILDER

Roles and Responsibilities:
- Respond to client communications as they are received.
- Effectively communicate with the client to clearly **understand their query, document the incident, and resolve** as quickly as possible.
- Debug and resolve Product and technical issues.
- Collaborate with the customer success team to manage client expectations regarding estimated response times for issue resolution.
- Coordinate with the Engineering team for escalated client issues that are beyond the scope of the Product Operations Support and provide timelines to the clients.
- Create internal processes for smooth Product Operations.
- Document processes and product knowledge for internal and external users.
- Participate in regular internal training sessions to improve knowledge of the Product and supplement this with individual self-study.
- Drive quarterly support issues analysis and run RCA for priority ticket management.
- Maintaining **SLAs , KPIs, Resolution times and CSATs.**
- Handling **escalations of Enterprise** as well as Standard clients.
- Clearing Strategic clients **go-live blockers** and **retaining clients with churn risk.**
- Familarity with **JIRA** to create, assign, delegate, and close tickets as and when required.
- Worked on WhatsApp features like **Campaigns, Outreach, BSPs, WABA, Rate limiting.**
- Worked on AI built add-ons like **FAQs, Triggers, Chat GPT Integrations.**
- Worked on FCM token key creation, Android APK creation, Firebase, and notification troubleshooting.
- Worked on Chat Retrieval APIs and relevant troubleshooting.
- **API logs troubleshooting.**
- **GCP/Azure logs** for reporting and troubleshooting of issues.

Core Competencies:
- Hands on Jira , SDK, GitHub, LINUX, POSTMAN, GCP, Microsoft Azure, Vision DB, Microsoft Excel, Office 365, Slack, Confluence, Webhooksite, HTML Script generator, Planhat and Mandrill.
- Implementation experience with Integrations (Freshworks, Helpdesk, WebEngage)

GSO PRODUCT SUPPORT

DOMAIN : TAX COMPLIANCE(FINANCE)

Roles and Responsibilities:
- Troubleshooting customer issues from initial reporting to Final resolution related to use of Saas software applications and other technical queries.
- Maintaining data of customers issues and communicating back to them in Verbal and written form through our ticketing tool **Salesforce**.
- Verify and test the customer issues in test environment and identify the bugs and report them to developers through our issue tracking system - **JIRA**
- Pulling logs as and when needed to troubleshoot the issue further.
· Hands on experience in implementation and integration Avalara products with various ERP systems and getting customers on boarded.
- Debugging customer issues and try to get them resolved within SLA.
- Configuring, Installing and supporting Hadoop cluster on **AWS** and GCP.
Understanding of **Big data**, Hadoop and its tools.
- Worked on **LINUX** and **HADOOP** tools to handle the files and directories.
- **API** response checking

Core Competencies:
- Hands on Jira, Salesforce , LINUX, APIs AWS, Office 365, Slack, Jenkins and Confluence.
- Implementation experience with Connectors (Salesforce, Microsoft, Netsuite and Quickbooks)
- Worked on Microsoft SQL Server.

CREDIT CARD FRAUD PREDICTION

DOMAIN : BANKING

-Built a solution that is able to predict the probability of credit default based on credit card owner's characteristics and payment history.

-Financial threats are displaying a trend about the credit risk of commercial banks as the incredible improvement in the financial industry has arisen.

-In this way, one of the biggest threats faced by commercial banks is the risk prediction of credit clients. The goal is to predict the probability of credit default based on credit card owner's characteristics and payment history.

Roles and Responsibilities:
- Involved in important libraries needed.
- Involved in reading the data from Kaggle datsets.
- Involved in exploring the data.
- Cleaning the data to remove any null values/unwanted data.
- Involved in Feature Engineering and Feature selection to optimize the dataset.
- Involved in Model training.
- Involved in Model building.
- nvolved in Model Testing.
- Involved in Model selection.
- Involved in result prediction.
-Debugging and testing at every level.

Core Competencies:
Working on Google colab, Jupyter Notebook.
using with sci-ki learn.
Pandas for reading data
Plotting - Matplotlib, seaborn

Github –
https://github.com/shitallokhande/project

PERSONAL DETAILS

NAME : SHITAL LOKHANDE
DOB : 25-09-95
EMAIL : shitallokhande30@gmail.com
MOBILE : +91 7498855289

HOBBIES

Cooking
Makeup
Watching movies/series

AWARDS

-Employee of the month
September 2020

-Quarterly Award
JFM Quarter 2022