


VISHAL SHINDE

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vishalranjitshinde.github.io/Portfolio 



OBJECTIVE

To secure a challenging position where I can effectively contribute my skills, and innovative ideas to gain knowledge in the work oriented environment.



EDUCATION

Bachelor of Engineering in Computer Science | Vidyalankar Institute of Technology, Mumbai

2014 – 2019

Diploma in Computer Engineering | Gov. Poly. Thane

2012 – 2014

HSC | Pet Oxford Jr Collage, Ulhasnagar

2010 – 2012

SSC | Shantigram Vidya Mandir, Ulhasnagar

2000 – 2010



EXPERIENCE

Dialer Executive | One Point One Solutions

2019 – 2020 | 1 YEAR

- Handling daily basis issue escalated from operation team.
- Coordinate with internal development team for new and change in CRM.
- Testing of new application and CRM.
- Maintaining ticket query system and provide resolution in given TAT.
- Monitoring Genesys Dialer core services(ETL service , SS service, DB service, Routing service)
- Working with MSSQL (Creating table, Deleting table, Aleter table, Creating store procedure, Trigger)
- Managing data in SQL (Insert record's, Deleting record's ,Updating record's)
- Managing Process vise recordings as per SLA.



SKILLS

- Have certificate in “Web Component Development using Java Technology” at NIIT, Kalyan.
- Good Knowledge on SQL Server 2008.
- Having good interactions with IDE’s Eclipse and Net Beans.
- Good interpersonal skills, willing to take challenges and more responsibilities.
- Ability to learn new technologies with minimal time period.



ACTIVITIES

- Participated in “C Programming & FOSS-Python Contest”, shortlisted till second round in Feb 2014.
- Participated in one day workshop on “Big Data & Hadoop”.



PROJECTS

- A website for Farmers, Created a website for farmers using ASP.net in Visual Studio. Idea was to create one online platform where farmers can see all farming related details.
- Created a Quiz Competition Website using PHP.
- Created an IOT Project on Smart Traffic Signal, this project was created to solve heavy traffic problems.



PERSONAL DETAILS

- Languages Known: Marathi, Hindi, English
- Hobby: Listening Music, Learning Guitar
- DOB: 01/12/1994
- Marital Status: Married