Pawan Kumar R

www.linkedin.com/in/pawankumarr8050 | https://github.com/iPawanKumar
pawankumar805045@gmail.com | 8050458718

EDUCATION

PRESIDENCY UNIVERSITY
B.tech in Electronics and communication engineering
Nov 2021 | Banaglore, IN

SRI CHAITANYA COLLEGE
PCME
May 2017 | Bangalore, IN

PROJECTS

WIRELESS SIGNAGE BOARDS - FINAL YEAR PROJECT
Developed a Python-based Bluetooth-enabled signage board for dynamic information display, capitalized on the burgeoning wireless technology market.

SMART AQUA SYSTEM - UNIVERSITY PROJECT
Developed a real-time, cost-effective aquaculture monitoring system that uses IoT to optimize water quality parameters, ensuring optimal fish health and productivity.

COURSEWORK

COMPLETED
Programming for Everybody - Python
AI For Everyone
Foundations of User Experience
Developing Your Musicianship

IN PROGRESS
Full Stack Development course - Python
Front end development - Meta

SKILLS

PROGRAMMING
- Python • JavaScript
- CSS • HTML
Familiar:
- MySQL • API

TOOLS AND TECHNOLOGIES
- Jamf Pro • GIT • MDM
- AWS • Azure administration
- RSA Administration
- Azure Active Directory (AAD)
- Service now- ITSM and HCSM

WORK EXPERIENCE

EMPOWER | Spec IT Service Center
Feb 2024 - Present | Bangalore, IN
- Respond to critical issues and follow escalation matrix.
- Provide L2 technical support to customers via phone, email, or chat.
- Provided the L1 team with an alternative resolution for an Amazon AppStream application outage affecting 1000+ users, minimizing downtime and preventing significant business disruption.
- Designed and implemented a Python script that automates the launch of critical web applications and tools used by the IT service desk team. This Approach streamlined the overall productivity by reducing the login time of an agent
- Currently working on the development of an auditing tool to improve the efficiency and accuracy of service desk agent performance evaluations.

ASTON CARTER - WELLSFARGO AS A CLIENT | Tech operational analyst
Jan 2023 – Feb 2024 | Bangalore, IN
- Worked on hardware and software troubleshooting: Proficiently resolved issues related to hardware and software, handling SCCM Remediation, and management within SaaS-based environments utilizing ServiceNow as the primary tool for technical support delivery via phone, chat, and Incident Resolution Tickets (IRTs).
- Worked on Identity and Access Management: Managed advanced-level password resets for various dedicated tools like Unix(Boks), Mainframe. Expertise in Identity Access Management ensured secure access across platforms.

DXC TECHNOLOGY - SAP AS A CLIENT | IT Service desk Engineer
Sep 2021 – Oct 2022 | Bangalore, IN
- Recognized as a MAC SME and MAC Expert for India in Global level at SAP.
- Worked on Mac System Maintenance and Troubleshooting: provided comprehensive technical support for mac OS devices, including troubleshooting software issues. Ensure smooth operation of Mac systems, addressing concerns related to performance, connectivity, and applications.
- Responsible of managing Mac deployment tools like Jamf Pro for system configurations and management.
- Azure Administration and Saas Application Support: Oversee Azure administration, managing Saas applications, and ensuring their seamless integration. Utilize SCCM for remediation and maintain expertise in Jamf Pro for iOS support.

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PORTFOLIO
Please find my Portfolio
https://ipawankumar.github.io/Portfolio/