



BHAGYASHREE KANDALGAONKR

Information Technology

My objective is to utilize my skills, experience, and knowledge in an environment that nurtures professional growth and development.

Contact

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Experience

● Implementation Consultant – Technical Support

Trekea Mobile | Oct 2024 – Present

- Provide technical support by resolving customer issues related to HTML, CSS, and FreeMarker Template Language (FTL) coding.
- Manage and respond to support tickets efficiently, ensuring timely resolution and customer satisfaction.
- Troubleshoot and debug coding issues within templates and web components, collaborating with development teams to identify and fix bugs.
- Collaborate with internal teams to troubleshoot and resolve technical issues related to HTML, CSS, and Java integration.
- Participate in development and customization tasks using HTML, CSS, and basic Java coding within the product environment.
- Create and maintain detailed technical documentation for implementations, processes, and resolved tickets.
- Document daily work activities and analyze ongoing tasks to improve clarity and workflow efficiency.
- Support senior consultants and cross-functional teams with system analysis, daily reporting, and feedback documentation.

● IT Trainee IT Helpdesk Support – Global support

Endo Par Formulations | Feb 2023 – Feb 2024

- Delivered global technical support via a centralized ticket management system, addressing issues from locations in Indore, Chennai, Mumbai, and international sites.
- Resolved software and basic hardware issues, ensuring minimal downtime and business continuity.
- Managed user onboarding, including login ID creation, account configuration, and password resets.
- Maintained and monitored IT inventory, ensuring accurate asset tracking and availability.
- Provided hands-on desktop support for application setup, system configuration, and troubleshooting.
- Responded to support calls and emails, and coordinated with vendors for escalations and service delivery.
- Documented technical processes and issue resolutions in detailed support documentation.
- Contributed to technical project management, assisting in the planning and execution of IT support initiatives.

● Computer Teacher & Lab Assistant

Levent Technologies (Deployed at Parag English Medium School) | Aug 2022 – Jan 2023

- Taught computer science subjects to students from Grades 1 to 10, including HTML and CSS for Grades 9 and 10.
- Managed daily teaching responsibilities such as lesson planning, classroom instruction, practical sessions, and student evaluations.
- Handled two computer labs, ensuring all systems were operational and well-maintained for daily use.
- Assisted with lab supervision, maintained discipline, and ensured smooth execution of practical sessions.
- Took responsibility for setting exam papers, conducting tests, and grading assignments and practicals.
- Collaborated with school staff and coordinated with Levent Technologies to ensure proper delivery of curriculum and lab operations.
- Provided technical support in the lab and helped manage the teaching support team as needed.

Education

● SSC

Uma milind pawar high school, Devgad
2016-2017 | CGPA 7.37 - A

● HSC

N.S.Pantawalawalkar junior college,
Devgad
2018-2019 | CGPA 7.58 - A

● Bsc.IT

Satish Pradhan Dnyanasadhana College,
Thane
2019-2022 | CGPA 8.20 - A+

Skills

- Communication .
- Proficient coding abilities with integrity .
- Logical thinking .
- Efficient designing skills .
- Proficiency in using laptops or desktops.

Language

English ☐

Marathi ☐

Hindi ☐

Personal detail

- Date of Birth: 04/04/2002
- Nationality: Indian

Courses

Courses and certification

- Full Stack Development - Insys Technoloies Thane
- MSCIT(Maharashtra State Certificate In Information Technology)
- DTP(Desk-top Publishing)
- Prezi and Powtoon Presentation
- Static and Dynamic Web Application Development
- Aptitude Test Preparation
- Internet Of Things (IOT)
- Python with Artificial Intelligence
- Career Guidance and Employment Skills
- Student Development Program (Blackboard to Broadband)
- Python for Data Science
- Front end developer - HTML
- Cloud Computing Service models
- ChatGPT for Coders
- Introduction to Artificial Intelligence
- Responsive Web Design from [freeCodeCamp!](#)

Other

Projects

- Final year project done in PHP language-topic- online shopping system
- CGPA to Percentage Converter in PHP for one of the Freelancer.