CCURRICULUM VITAE

PRAMILA SANTOSH PAWAR

Email:-pawarpramila212@gmail.com

Contact no.:- 9920619013

Career Objective

To work with a professionally managed organization and leverage the challenging opportunities to extract the best of my abilities thus impsroving my skills and in the process achieve organizational goals along with my professional and personal growth.

Education Qualification

- BSC.Computer Science

Technical Training :-

- Basic computer knowledge

- Microsoft word and basic excel

- MS-CIT

- AI SQL Certified

Work Experience:-

- Cenveo KGL company working for Subscriber services and IT Helpdesk Engineer. (Internship)- 6Months(10-May-2021-10-Oct-2021)

- Project Work for Future Generali Life Insurance(FG) raising ticketing on Saphire Tool for Incident and Service Request.

- Operational Support Executive in Inspirisys IT solution private limited (TATA Realty) .-(8th-Mar-2023-20th Dec-2023) on contract basis.

- As Technical Support(Application Support)work in Nexdigm IT Business Solutions Company.-(20th Dec 2023-20th Dec 2024) on contract basis.

- Parekh Group IT Executive in Asset Management on Contract Basis (14 July 2025-Dec 2025)

- Having 3 experience in IT ServiceDesk Engineer.

Job Description:-

1. <u>Cenveo company:</u>

Ticketing tool:-<u>Saphire and Jira</u>

- AD ID Management.

- Asset Inventory Management.

- Taking remote access

- Resolving the issue through remote access or Team Viewer access

- Reset users password through AD.

- Keep track on pending tickets

- Make a SOP from my end any small task, it is easily use to our team.

- Taking follow up from my end.

2. <u>Inspirisys IT solution private limited (TATA Realty)</u> .

<u>Ticketing tool:- Automated management service (Ourdesk) for Tata Realty.</u>

- Incident Management:- Raising the ticket for Issues reporting and assigning to the respective person.

- AD ID Management.

- Asset Inventory Management.

- Customer Email query resolver.

- Daily Reporting status (Daily, Weekly and Monthly).

- Creation of SOP for Daily issues.

- Client co-ordination.

- Remote access and Trouble shooting.

- Understanding of workflows.

- Handling internal user queries.

- Integration of System.

- Tracking Bugs.

- Application Basic Testing.

- Daily Monitoring.

- Backup Management.

3. **Nexdigm** in use Ticketing Tool:-**Fresh Service and Jira.**

   Domain:-Nexdigm and SKP group.

   - Assigned tickets for Incident and Service Request.

   - Monitoring on SLA

   - Working on Active Directory.

   - Taking follow up which pending tickets with onboarding off boarding status.

   - Keep a track which is pending tickets and take follow up through email and calls only.

   - Raised ticket on behalf of users if it is emergency.

   - Making a reports on daily basis pull out through Pivot table, which is only for record.

   - Working on Active Directory and Office 365 for user record, password reset and giving access.

   - Giving reply on Outlook emails.

   - Knowledge of basic SQL and database.

   - Taking remote access for issues resolution.

   - Microsoft Authenticator and AD Self Service Password Reset this two applications are used for security while password reset and VPN connectivity.

   - Keep record Asset inventory, which is in stock and live.

- Provide information about IT for New joiners and how to secure our system.

- Daily Maintain New joiner sheets, same as onboarding offboarding record.

- Making Monthly Report pull out report analytics and use MIS report.

- Making MRM(Monthly Report Management) taking screenshot or picture who's giving appreciations and keep a track on SLA management with on Project.

4.Parekh Group in use Ticking Tool:-Manage Engine and AMS Portal for Inventory Asset

- Assign tickets(Incident and Service Request) on Manage engine portal.

- Taking remote access through Any desk and Teams and resolving the issues.

- Monitoring on SLA and good connected with team.

- AMS portal using for Inventory and maintain users data.

- Synology App using for user's data backup.

- Installation Software's, Printer installation and giving access through AD and using Office 365.

- Maintain Asset users data and working onboarding, offboarding process.

- Create a mail id of user's through Gmail.

- Making a daily and Monthly Reports on a call for own and company records, It's done from my end.

- Making a document on new task and it's easy to work.

- Using Pivot table and MIS for Report.

- Keep Asset Invoices Record who's coming new joiner

- EOD sending a calls Report from my end.

Extra - curricular activity :-

- Good Communication & Interested In Work

- Do my best performance and hard work

- Interested work in School and colleges

- Accept challenge and growth very well

- I Achieve goals which is Project required.

Academics :

DEGREE	UNIVERSITY	YEAR	PERCENTAGE
SSC	RAJAWADI SECONDARY HIGH SCHOOL VIDYAVIHAR (E)	2011-12	62.18%
HSC	SAHYADRI Jr.COLLEGE BHANDUP (W)	2012-14	45.23%
B.SC (CS)	ASMITA COLLEGE VIKHROLI (E)	2015-17	60%

Personal Details :-

- Gender : Female

- Father's Name : Santosh Babu Pawar

- Address : B/308 Shivsurjan Building Tilak nagar (E)

  Mumbai -400089

- Religion : Hindu

- Date Of Birth   : 3 / Jan / 1997

- Marital Status : Unmarried

- Languages Known : English, Marathi, Hindi

- Hobbies : Reading new Books, Music is My Passion.

I hereby declare that all the information given above are true, complete and correct to the best of my knowledge and belief.

PLACE : MUMBAI
DATE :   /   /20(PRAMILA SANTOSH PAWAR)