CURRICULUM VITAE

Pratiksha Balu Bhandare.

Address: Old Ramabai Sahkar Nagar,

V. N Marg near RTO Ghatkopar East ☎91-7021740440

Mumbai – 400 077 ✉pratikshabhandare2017@gmail.com

OBJECTIVE:

To pursue a professional career in an organization wherein I can constantly grow within the company and give my best efforts to work for the overall stability and prosperity of the company.

TECHNICAL SKILLS:

- Programming language: Java, HTML, CSS, JavaScript.
- Database: SQL, MySQL.
- Operating System: Windows 10 & 11.

PROFESSIONAL TRAINING:

- Diploma in Java (certified with C-DAC computer institute)
- Microsoft certified: Azure Fundamentals (AZ-900)
- Microsoft 365 certified: Fundamentals
- Typing 30 WPM – English, Marathi, Hindi

Professional experience:

ACCENTURE SOLUTIONS PVT LTD

June 1st, 2023 to till date.

- **Designation:** Web Application Developer.

   Job Responsibilities: -

- Builds, designs, and maintains all websites and software applications.
- Designs, writes, and edits website content.
- Understands UI, cross-browser compatibility, and general web functions and standards.
- Creates solutions for identified problems or bugs.
- Communicates with colleagues, managers, and stakeholders daily.
- Executes assignments with the use of web applications, scripts, and programming languages such as HTML, CSS, and JavaScript.
- Develops and validates test routines to ensure the quality of the external and internal interface.
- Plans and delivers software platforms and products across multiple organizational units.
- Evaluates written code to ensure it meets industry standards and is compatible with all devices.
- Maintains a professional understanding of web development by tracking trends and participating in study groups.
- Accomplishes company goals by accepting ownership of new and different requests.

ACCENTURE SOLUTIONS PVT LTD

July 21st, 2022 to May 31st, 2023.

- **Designation:** SW/App/Cloud Tech Support Associate.

    Job Responsibilities: -

- Performing L1 tasks such as data center auditing and maintaining checklist, video conferencing solutions checklist as per security template.
- Actively participating internal security audit and patching security loopholes as suggested by IT-Security report and team.
- Maintaining WDS server audit report by every month as per security template and checklist. Also, doing internal WDS server audit for other remote location.
- Working on WDS server to configure image for location.
- Maintaining printer hardening activity of location print server with the help of printer security template.
- Working on workstation compliance report and remediate various compliance parameters such as patching, polling, encryption status, non-standard software installed with the help of Accenture PC check-up tool.
- Actively taking participation in project BCP setup, implementation, and closure with the help of various teams such as BCP team, AMT, Asset team, NS team etc.
- Actively participation in network activities such as Network resiliency, port enablement, VLAN change, NAS implementation in projects, initial new project setup activity with the help of location network team.
- Successfully closure of various AST checklists such as exit, GCP transfer, transfer on day-to-day basis without any errors.
- Remotely Support more than 1000+ end user with computer, network & peripheral devices.
- Handling and resolved P1 critical incidents within mentioned SLA with help of various teams including project client teams.
- As a member of MD support, I am always ready for new challenges and keep supporting to leadership members as per policy and work ethics.

ADECCO INDIA PVT LTD

Sep 9th, 2021, to July 20th, 2022.

- **Client: -** Accenture Solutions Pvt. Ltd. (Mumbai)

- **Designation:** Desktop Support Engineer.

    Job Responsibilities: -

- Monitoring and handling incidents and service request through remote support.
- Troubleshooting Cisco AnyConnect and VPN issues.
- Resolving the systems compliance issues.
- Providing and managing rights for users on share drive.
- Managing the Symantec Enterprise Antivirus issues and update issues for desktops and laptops.
- Updating the windows patches latest date on the system.
- Troubleshooting encryption issues for systems and laptops.
- Installing & Troubleshooting MS Office issues.
- Troubleshooting issues related to Citrix clients, SAP client, VMware, etc.

- Troubleshooting system hardware issues.
- Coordinating with all teams for closure of Priority 1 and Priority 2 incidents. Providing resolutions within agreed SBH time.
- Primary level checks of network connectivity issue using tracetcp & Tracert.
- Installing SCCM software, DLP software & troubleshooting of the same.

ACADEMICS:

- M.Sc. CS from Kalina College in 2022 'Mumbai University' (8.75 CGPA).
- B.Sc. CS from Pune Vidyarthi Griha's College of Science and Technology in 2020 (7.52 CGPA).
- H.S.C (Science) from Pune Vidya Bhawan High school and junior college in 2017 (48.77%).
- S.S.C from G.V.S. Mandal Amchi Shala in 2015 (68.80 %).

PERSONAL PROFILE:

- Gender: Female.
- Language: English, Marathi, Hindi.
- Area of Interest: Travelling, Dancing.

DECLARATION:

I hereby declare that all the above details are true and correct to the best of my knowledge.

Place: Mumbai   **Pratiksha Balu Bhandare**
Date: