MANJIT DASH

Resides   : Noida, Uttar Pradesh, India
Nationality   : Indian
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Phone   : +91 7328014558
Education   : Bachelor of engineering In Computer Science and Engineering

PROFILE:

Professional with 1 year of hands-on experience supporting and delivering Java-based ERP systems. Skilled in product setup, client communication, troubleshooting, data handling, and understanding functional requirements. Seeking to contribute my technical and user-focused abilities in environments where I can continue learning and growing, without restricting my profile to any specific job title.

- ❖ Successfully handling and supporting **30+ organizations** using the ERP system, ensuring smooth daily operations.
- ❖ Delivered end-to-end ERP implementation and onboarding for multiple school clients with 100% successful initial setup.
- ❖ Basic knowledge in **SQL** and data base related queries.
- ❖ Ability to learn and grab quickly and deploy new technologies.
- ❖ Quality conscious, Good Team player, hardworking and enthusiasm are remarkable strengths. Ability to get well with a team.

WORK EXPERIENCE:

Implementation Support Engineer

Nascorp Technologies — (2024 – Present)

- ❖ Delivered ERP product setups and configurations for multiple schools, ensuring smooth go-live processes.

- ❖ Provided complete implementation support across school ERP modules, improving operational readiness.
- ❖ Collected and clarified client requirements, coordinating with the development team for accurate enhancements.
- ❖ Resolved user issues with data corrections and functional validations, reducing escalation cases.

- ❖ Conducted detailed product training sessions for teachers, staff, and administrators to improve adoption.
- ❖ Supported UAT cycles and ensured successful rollout of updates.
- ❖ Updated ERP module data accurately, maintaining consistency across the system.
- ❖ Acted as a communication bridge between clients and developers to ensure timely resolution and clarity.

TECHNICAL SKILLS:

- ❖ Languages   : JAVA, HTML5, CSS3
- ❖ DBMS   : SQL
- ❖ Domain   : ERP Systems, School ERP Modules
- ❖ Operating System   : Windows
- ❖ Other   : Troubleshooting, Requirement Analysis, Product Training
- ❖ TOOLS   : Eclipse, Notepad++, MySQL Workbench, MS Excel

SKILL SET:

- ❖ Process improvement and documentation
- ❖ Quality Assurance
- ❖ Analytical problem solving

- ❖ Support and Maintain application server
- ❖ Working with ITIL system to resolve the Incident/Ticket according to the issue
- ❖ Responsible for escalating issue and co-coordinating with users and team

STRENGTHS:

- ❖ Quick learner and adaptable to new technologies
- ❖ Strong client communication
- ❖ Problem-solving and analytical skills
- ❖ Ability to handle pressure in client-facing environments

DECLARATION:

I hereby declare that the above-mentioned information is correct to the best of my knowledge and belief. I bear the sole responsibility for the correctness of the above mentioned fact.

Manjit Dash