

Pramod Govind Ghayal

B.Sc. (Computer Science)

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CAREER OBJECTIVE

Looking for opportunities, which can enhance my skills as a Data Analyst / SQL Developer. Ability to accept professional challenges and opportunities to make use of my strengths and build up my career

EDUCATION

YEAR	DEGREE	INSTITUTE/SCHOOL/UNIVERSITY	Percentage
2020	B.Sc. (Computer Science)	Savitribai Phule Pune University (SPPU)	80.41

TECHNICAL SKILLS

Database : SQL Server : Knowledge of DBMS/ RDBMS concepts, Knowledge of Triggers, Indexes, Views and Stored procedures  
BI Tool : Power BI (Power BI Visualizations, Dashboards, DAX Expressions and Functions Deployment etc.)  
Programming languages known: SQL, Java (Basic)

WORK EXPERIENCE

Jr Executive at TCTS ( Jan'21 - Till Date )

- Forwarding fault ticket to concern ENOC teams (Transmission, UBR and PRI) as per Requirement and coordinating with them.
- Close collaboration with different internal teams (L2, L3, LM Team, Field Support Team, RF Team, Switch Team)
- Escalated every fault ticket to internal team till resolution also shares every update with customer.
- Take follow up from RPA/Automation anywhere team to run the process smoothly.
- Training & educating the service desk
- Monitoring and analysis of router interface traffic.
- Working with Power BI platform to develop DAX-query based report and publish using Power BI services.
- Import data to Power BI to generate reports.
- Tools and Technology : Microsoft Outlook, HPSM, Power Bi, MS SQL Server, Excel, SevOne

Hardware and Network Support Engineer at Shree Mohantara Solution (Apr'18 - Jan'21)

- Troubleshoot hardware and software related problem.
- Installations of all types of printer, scanners & other Hardware devices, all types of Operating System
- Responsible for attending calls regarding Laptop, Desktop and Printer.
- Configure and troubleshoot LAN related Problem

Certifications

- Apr-22 Certification in Power BI, SQL Server by Enosis Solutions
- Apr-17 ASPIRE CERTIFIED IT PROFESSIONALS (HARDWARE & NETWORKING)

ACADEMIC PROJECT

Project Title: Cyber Cafe Management System

Description: This project covers all the aspects of Cybercafe Management System. It is created in Java with MySQL as backend. It includes adding customer, making bill of customer according to timeconsumed, adding schemes, list of free and occupied cabins, adding employees, etc.  
Team size: Two Front end - JAVA Backend: MYSQL Server

ACADEMIC ACHIEVEMENTS/EXTRACURRICULAR

- Participated in College TECH-FEST & achieved First Position in QUIZ COMPETITION event.
- Contributed significantly as a HOST in organizing the college TECH-FEST