Shyam Chavan

+91- 9403546397 | shyamchavan999@gmail.com | Linkedin | Pune,India

12 YEARS OF IT INDUSTRY EXPERIENCE IN **RETAIL | ENERGY AND UTILITIES**

KEY COMPETENCIES

Programming Languages: Python, SQL
Agile Tools: Jira, Trello, Asana
Cloud: SharePoint Online management, Microsoft Azure, MS Teams, MS Power Platform

Data Visualization: Tableau, PowerBI
DBMS: MS SQL 2008, PostgreSQL
Other: SharePoint, Data Analysis, Siebel Application Support, Networking, ServiceNow

PROFESSIONAL EXPERIENCE

T-systems ICT India Pvt Ltd, Pune

Senior Consultant   **DECEMBER 2017 to March 2025**

- Provided L2 support, troubleshooting **SharePoint** issues, and integrating with **MS Teams**, **OneDrive** and **SQL** queries.
- Managed user access, configured **roles**, ensured **security compliance**, and automated tasks using **Python** scripting
- Generated and shared **business reports**, leveraging **Power BI** for interactive visualizations, and ensuring **client communication**.
- Led support activities for **Shell applications**, trained new joiners, and collaborated with **L3 teams** for issues.
- Created and maintained automated workflows and data pipelines using **Python**, improving the efficiency and accuracy of daily reporting tasks.
- Integrated data from multiple platforms (such as **SharePoint** and **Azure**) using **SQL**, enabling cross-platform analysis for more comprehensive insights.

Infosys BPM Ltd , Pune

Senior Process Executive   **APRIL 2013 DECEMBER 2017**

- Provided **Level 1 support** for **Siebel**, **Optima**, **AX**, **BPT**, **SAP**, and **SharePoint** applications, resolving user issues across 31 countries using **HP Service Manager** and **ServiceNow**.
- Generated and shared **weekly and monthly business reports**, including **reconciliation**, **stewardship**, and **invoice status reports**, ensuring timely and accurate data delivery to all stakeholders.
- Installed and configured **P&G-related applications** like **BPT**, **MS.Net Framework**, and **Oracle** on user systems, troubleshooting technical issues and ensuring smooth application functionality.
- Managed **user access**, **change requests**, and provided **process training** for new joiners, ensuring smooth onboarding and proper access control across various systems

ACHIEVEMENTS

Received 1+ and commendable rating in past Appraisals in the Organization
Received Four R&R SPOT awards and Two R&R Extra Miller Awards by Infosys (Happens once in three months).
Completed **Milestone 2.0**, **Client interaction** , **RCL T100 domain, email etiquettes, classified transaction monetary and Project communicare (British council)** individual development training Programs provided by Infosys.
Received **I-STAR** award by **Infosys**. Which is given to one person in a Team based on a year's performance.
Identified and completed Lean six sigma yellow belt project to help organizations reduce FTE cost.

EDUCATION

Bsc (Computer Science)

CERTIFICATIONS

Google Data analytics
MS Power Platform
PowerBI
Azure Fundamentals

HOBBIES

Reading | Traveling | Cooking

LANGUAGE

Marathi | Hindi |English