

# **RESUME**

**Prafull Jaiprakash Nanadikar**

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## **Career objective**

To be associated with a progressive organization that gives me scope to update my knowledge and enhance my skills in accordance with latest trends be part of the team and dynamically work towards the team and dynamically work towards the growth of organization.

## **Strengths:**

- Hard working
- Confident
- Quick learning
- Good Communication Skills

## **Languages skills:**

Marathi, Hindi, English & Kannada

## **Educational Qualification:**

Sr.No.	Name of Exam	Board/University	Year of Passing	Class
1	B.A.(English)	Shivaji Univ.	April 2008	First class
2	H.S.C	Kolhapur	2004	First class
3	S.S.C	Kolhapur	2000	First class

## **Computer Knowledge:**

- ❖ MS Office
- ❖ Excel &PowerPoint

## **Hobbies:**

- ❖ Playing cricket
- ❖ Reading

**WORKING EXPERIENCE : Years of IT experience in which 3 Years**

Company : ALCHEMY TECHSOL INDIA PVT.LTD  
Client : **ATOS India PvtLtd. Hinjewadi .Pune.**  
Duration : 27 March 2017 to 7 Dec 2017 (9Months)  
Designation : IT Service Desk Executive  
Project Name : NESSIE (German Project)

**Roles and Responsibilities:**

**Service Desk Engineer / Expert Desk**

- Project: Nessie Global Worldwide (Admin/ Tooling / Monitoring Change/Incident Management & Sales force Cloud CRM/SAP Easy Access)
- Participate in support functions including day-to-day project support, working closely with Nessie Global Management, Operations, and end users.
- Working on **Atos SDM 12.9 Global** tool to monitor daily activities in to create respective tickets for various issues and resolve End-user or requestor's issues by giving them solutions.
- Sales force CRM Cloud working as an Administrator level.
- Monitor and Support SFDC for end users or Requester & provide action to creation, Deletion, Edit, Update., Manage Territories Roles Assign for ALL GBU & ALL Market, Public group membership, Profile, Permission Set Assignment & Dashboard, Wave Analytic Roles, Generating email password etc.
- Identify and implement improvements to application logging, reporting, and monitoring.
- Escalation of Change/Incident / Service request to L1/L2 support through calls and handling the resulting using the Change/Incident management and request fulfilment processes, in line with Service Desk objectives.
- Manage incoming calls to the Service Desk via both telephone and e-mail to ensure courteous, timely and effective resolution of end user issues Resolved.
- Working various types of change/Incident tickets are they: Sales force CRM Applications/ Portal Recruit/I-Graphs/SharePoint/IRIS.
- **Monitor SAP Applications** activities various types of run **T-codes in SAP tool.**
- Daily activities schedules in SAP Easy Access tools like **IDOC, KIWI,EPO, NEW IDOC, EDI MONITORING,TRFC MONITORING CINS,KWR Referral, PIP & PI, Das Monitoring etc.**
- Daily **Call-back** activity for sending reminders to the End users.
- To provide L1/L2 support Daily monitor mails activity of End users or requester's & Analyst in outlook continuously & monitoring on Atos SDM12.9 Global tool for Incident/Change request.

**Organization : TATA Communications Limited Dighi. Pune,**  
Project Name : TATA Communications Payment Solutions Limited (TCPSTL)  
Duration : 19/06/2014 to 14/09/2016 (27Months)  
Job profile : ATM – Operations – Noc Monitoring Executive L1

## **SBI MANAGEMENT SERVICE - : Incident Management**

- Monitoring PAN India ATM'S Monitor and Troubleshoot Ticketing System
- First level Maintenance. Server Capturing down, ATM data from TMS Application (Software used for monitoring ATM).Communication Ticket, which include calls related to Power/Network and Local FLM calls related to Power/ Network and Local FLM
- Ticket posting, Ticket assigning, Ticket proper update, Ticket close, Ticket Monitoring , Ticket follow up with CRA Ticket update. First level maintenance Ticket convert second Level maintains Engineer .Call logging Second level Call logging Network vendors in case of connectivity issue and follow for update in case call is not closed Within TAT
- Using **TMS, Putty and ESQ Tools, Troubleshoot** the technical problems in the ATM
- Call logging Second level Engineer portal provides SLM call to be logged only after confirmation from CRA
- As per ESQ Tool Checked status to be confirmation from CRA Ticket closing. Router IP addresses pinging .Add comment First level Network related problems resolving .Escalation Level 3 & L4 Handling. Bank's Mail & E-mail Responding Co-ordinations with Bank & Network Vendor
- We dispatch and create Workorders of any breakdown events to the vendors to maintain Service Level Agreements
- Troubleshoot all networking problems to ensure minimum downtime and maximum availability of network.

**Help Desk-** : Pan India's Customer support & Guidelines with Satisfaction Problems & Query resolving. Vendor Report's Flashing, Ticket Booking, Ticket update, create Ticket respective to support Group, All Bank's & Handling Critical Escalation calls

**Organization :** **TATA BUSINESS SUPPORT SERVICES LTD.**

Kalayaninagar, Pune

**Duration :** 10/05/2012 to 08/07/2013 (14Months)

**Job profile :** Technical Support Executive Operation (C.C.E)

**Organization :** **ROHAN PRINTERS**, Sheetal Apt., Akurdi, Pune – 411035.

**Duration :** 01/08/2009 to 28/02/2012(34months)

**Job Profile :** Supervisor. Tax invoice Preparation, billing, Challan delivery, Data Entry, Purchase order

## **PERSONAL DETAILS:**

**Name :** **Prafull Jaiprakash Nanadikar**

**Address :** C/o. Mr. Himmatrao Marutirao Patil  
Near Rameshwarmandir Laxmi Niwas. Rupeenagar,  
Talwade Pune –411062

**Date of birth :** 25<sup>th</sup> Dec 1984

**Gender :** Male

**Marital status :** Unmarried

## **Declaration:**

I hereby declare that the information furnished above is true to the best of my knowledge.

Yours faithfully,

**(Prafull J. Nanadikar)**