



# Rishi Pramanik

Senior Support Engineer

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A Skilled and Quick Learning support engineer with an experience of 4+ years in troubleshooting SQL databases and ASP.Net based desktop/web applications. Currently focusing on react.js and looking for a domain change.

## EDUCATION

### Masters of Computer Applications University of Mysore

02/2021 - 01/2023

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### Bachelor of Computer Applications Sikkim Manipal University

06/2016 - 08/2019

## WORK EXPERIENCE

### Senior Support Engineer Prime Focus Technologies

10/2020 - 07/2020

Bangalore, KA

#### Achievements/Tasks

- Managing Executing multiple SQL queries to fetch fetch/manipulate data such as Join and Stored Procedures. through multiple portals to deliver media files for multiple Broadcasters.
- Executing multiple SQL queries to fetch fetch/manipulate data such as Join and Stored Procedures.
- Providing reports by joining multiple tables in SQL to spreadsheet.
- Finding and providing root cause analysis for multiple product defects through logs.
- Finding root cause for custom processor/service defect via logs and windows event.

### TeamLead - Customer Support Help Desk Spectra Technovision India Pvt Ltd

04/2018 - 08/2020

Bangalore, India

#### Achievements/Tasks

- Patching and configuration of MS SQL and MS Server environment to carry out testing and replication of potential bugs to escalate cases to developers and the QA team.
- Providing demo to clients through physical and virtual meet.
- Providing remote/on-site support for ASP.NET based web application.

### Senior Technical Associate Krishtektronics Pvt Ltd

05/2016 - 03/2018

#### Achievements/Tasks

- Evaluated employee skills and knowledge regularly, providing hands-on training and mentoring to individuals with lagging skills.
- Find Root Cause for the issue described by customer and fix it in future updates.
- Oversee backup and recovery of critical data.

## TECHNICAL SKILLS

React.js

Javascript

HTML/CSS

SQL

Microsoft Azure

SalesForce

Linux

Root Cause Analysis

Angular

## PERSONAL PROJECTS

### Image Gallery App

- Personal image gallery to upload and save as favorite build with react.js, Material-UI, and Firebase. Have features which allows user for realtime uploading images via url, setting images as favorites and unfavorite them.

### Forkify Food App

- A search bar to fetch foods from API, Surf and add selected foods to cart, Like items to order later.
- Developed using, Javascript, Node.js, Babel, Webpack, HTML5 and CSS.

### Budget App

- Calculate budget by evaluating expenses and income, Update UI for adding and deleting income/expense.
- Developed using Javascript, HTML5 and CSS.

## SKILLS

Written and Verbal Communication

Testing and Debugging

Multitasking and QuickLearning

Problem Solving and Logical Thinking

## LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Bengali

Native or Bilingual Proficiency

## INTERESTS

Space

Extraterrestrial Life

Time Travel

Puzzles/Riddles

Movies/TV Series

Psychology