

RUTUJA NAGNATH KAMBLE

Technical Support & Full Stack Developer | Customer Communication | Infosys-Trained

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SUMMARY

Motivated and detail-oriented professional trained at Infosys with hands-on experience in technical troubleshooting, customer communication, and IT service desk operations. Skilled in identifying and resolving application/system issues, maintaining ticket logs, and ensuring SLA compliance. Strong problem-solving, multitasking, and empathy skills with a passion for delivering seamless end-user support.

EXPERIENCE

System Engineer

Infosys Ltd Mysore, Karnataka

Experience -

- Worked as part of the support and engineering team, handling **technical troubleshooting, client communication**, and ensuring smooth project operations.
- Assisted in **analyzing, identifying, and resolving application and system-level issues** to maintain efficiency and uptime.
- Collaborated with clients and internal teams to understand **technical requirements, clarify queries**, and deliver timely solutions
- Supported colleagues by helping resolve their technical challenges, **fostering teamwork, knowledge sharing, and service continuity**.
- Volunteered for multiple organizational events and contributed to **team initiatives**, demonstrating strong coordination and responsibility.
- Led and guided teams during group activities and internal programs, **enhancing communication and collaboration** among peers.
- Gained practical exposure to **Java, MySQL, troubleshooting, backend support**, and **service desk operations** during Infosys training modules.
- Logged and tracked **user incidents and service requests**, ensuring proper documentation, follow-up, and resolution as per internal SLAs.
- Provided **first-level technical support** and escalated unresolved issues to higher teams while maintaining customer satisfaction.

Trainee - ASP.NET Developer

YSAAS INFOTECH PVT. Ltd Hadapsar, Pune

Experience -

- Completed hands-on training in ASP.NET, C#, SQL Server, and web application development.
- Gained strong **problem-solving, multitasking, and communication skills** through live project work.
- Contributed to **ERP System** and **Online Shopping Website** projects; handled **client communication**, database updates, and technical support tasks.
- Collaborated effectively with the development team to ensure timely project delivery.

EDUCATION

Master of Computer Applications

2020-2022

Pune University 9.25 CGPA

Bachelor of Computer Applications

2017-2020

Pune University 8.19 CGPA

KEY ACHIEVEMENTS

- ☐ **Improved Client Communication**
- ☐ **Delivered Technical Support Solutions**
- ☐ **Delivered end-user support aligned with service desk quality metrics and SLAs and Quick Learner & Adaptable**
- ☐ **Team Leadership & Collaboration**
- ☐ **Proactive Problem-Solving Approach**
- ☐ **Customer Handling & Empathy Skills**

SKILLS

Technical Skills:

- Troubleshooting
- MySQL
- SQL
- MS Office / Excel
- Postman
- SDLC Knowledge
- CRM Tools
- Quality Assurance
- Service Desk Operations
- Virtual Machines
- Configuration
- Testing (basic)
- Ticketing Tools Awareness (ServiceNow, Jira, Freshdesk)
- Java Eclipse / Visual Studio (Basic IDE Understanding)
- Basic Networking & System Support

Professional Skills:

- Communication Skills
- Active Listening
- Customer Centric Approach
- Incident Management
- Problem-Solving
- Time Management
- Empathy
- Collaboration
- Conflict Resolution
- Multitasking
- Email Etiquette
- Adaptability
- Quick Learner

CERTIFICATIONS

Full Stack Development

Customer Alison /Google Technical Support