

RUTUJA NAGNATH KAMBLE

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

9370787118

kamblerutu234@gmail.com

Pune, India <https://www.linkedin.com/in/rutuja-kamble-7a3452190>

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 | • SQL |
| • MySQL | • MS Office / Excel |
| • Postman | • CRM Tools |
| • SDLC Knowledge | • Quality Assurance |
| • Service Desk Operations | • Configuration |
| • Virtual Machines | • 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