

## S Pawan Kalyan

### Developer DT1

To enhance my knowledge and skills and to be a part of a Team fulfilling the aim of the organization to meet all challenges.

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### Work Experience

Company: ITC Infotech

(Nov 9<sup>th</sup> 2021- May 11<sup>th</sup> 2023)

Designation: Developer (Application Support Engineer)

Projects: Havells, Asea Brown Boveri, ACE, Grey Orange.

### Responsibility:

- ❑ Provide analysis of problems while working toward solutions to technical issues.
- ❑ As a part of support activity resolve incidents and Tasks by providing the proper root cause investigation working with end user groups to evaluate and solve technical problems.
- ❑ Customer service skills with ability to be tactful and diplomatic.
- ❑ Ability to effectively share technical information and train and mentor less experienced or knowledgeable team members.
- ❑ Taking the Ownership in building plan for every upgrade and document for the next upcoming upgrade.
- ❑ worked as part of Product lifecycle management windchill application support was part of implementation of workflow development, patch update and monitoring backup activities, creating weekly status reports, and documenting the issues report analysis connected with users on the requirement given timely resolutions.
- ❑ Collaborated effectively with PTC technical support and team members to investigate and resolve complex issues related to the Windchill software suite, ensuring smooth project delivery.
- ❑ Worked as Part of L1/L2 support.

### Technical Skills:

- ❑ Used the tools like Jira, Service now and Devops for tickets like change task, Incidents.
- ❑ Working knowledge of JavaScript, CSS, and HTML for responsive design.
- ❑ MySQL, Python.
- ❑ ServiceNow certified system administration, Product life cycle management Business administration.
- ❑ Worked on the Implementation workflow creation of Product life cycle activities also have the understanding in ServiceNow workflow creation and administration.
- ❑ Have worked with Sap and ptc for the technical analysis for the reported problems with timely resolution to the users.
- ❑ Assigning Licenses and providing the access to the users and providing access to the users according to their groups and Roles.
- ❑ Creation and configuration of the products according to the templates and clients' requirements.
- ❑ Ability to develop quality documentation that clearly articulate solutions and the ability to perform demonstrations.
- ❑ Strong leadership, teamwork, and interpersonal skills, with the ability to work across functional lines and at many levels.
- ❑ Technical support, root cause analysis, implementation of workflow activities in Product lifecycle management windchill.
- ❑ monitoring and backup activities, creation of the weekly status reports.

## Trainings and Certification

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- ☐ Windchill: Basics of System Administration.
- ☐ Windchill: Basics of Product Life cycle management.
- ☐ What is Data science organized by IBM.
- ☐ EFSET standard English Test (EF SET).
- ☐ Service now Certified System Administrator.
- ☐ Responsive Website Basics: Code with HTML, CSS, and JavaScript.

## Education

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Bachelor of Engineering in Computer Science and Engineering (7.05 CGPA – 2021).  
Jyothy Institute of Technology, Bangalore.

Pre – University College (Percentage 65.33 – 2017)  
Vijaya composite PU college, Bangalore.

Secondary School (Percentage 78.74 - 2015)  
Bangalore International Academy, Bangalore.

## Personal Details

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Nationality: Indian  
Hobbies : Playing Basketball, Travelling, Video editing.  
Languages: English, Kannada, Hindi, Telugu.

## Declaration

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I hereby declare that the above-furnished details are fully true to the best of my knowledge and belief.

**S PAWAN KALYAN**