

Sangharsh Nishikant Khandagale

An engineer seeking a challenging position in a reputable organization to benefit mutual growth and success.

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EXPERIENCE

Infosys BPM Ltd. , Pune— Senior Process Executive

September 2019 - November 2021

Served to provide First Hand technical assistance to international service provider clients regarding the issue of directory number routings and network issues.

Worked on Technical issues and service requests for global customers and processed over 50 support requests daily for technical assistance on wide range of issues.

Experience in process training via video conferencing platforms to the newly joined employees and working with them on real-time cases.

Worked closely with the team leads and managers by conducting meetings / KT sessions / Process Trainings.

EDUCATION

Government College of Engineering , Aurangabad — BE(IT)

August 2014 - May 2019

Graduated with major Information Technology with CGPA 5.177

Shri. Mukundraj Junior College, Ambajogai — Intermediate

June 2012 - May 2014

Opted Science stream with group Mathematics , Physics and Chemistry and scored 66.31 %

New Vision Public School , Ambajogai — School

June 2006 - May 2012

Completed schooling with CGPA 8.4 in CBSE 10th Boards.

PROJECTS

Website for Birth and Death Certificate generation — 2018

It will reduce the manual process of submitting documents by standing in queue and waiting for their application to be accepted and further proceed. This will reduce the time and number of people required for the process.

Tech Stack: PHP, HTML , CSS, Javascript, Jaspersoft Report .

SKILLS

Technologies : C++, Java, PHP , DSA, HTML, CSS, JavaScript, ReactJs, Redux.

Extracurricular activities

Organised various events such as ITSA WEEK and GECA WINGS (2015–2019).

Worked in Multi-Level Marketing in spare time for improving Soft Skills.

Volunteered and organised Blood donation camps in college.

LANGUAGES

English (Professional),
Hindi (Intermediate),
Marathi (Native).

Hobbies

Watching movies and TV Series , football , Singing .