PRATIK GORE

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Present Address:

B/2, Shivabhatta chwal, Manohar compound

Jawahar nagar, Opp.Sharda hotel

Khar-East, Mumbai- 400051.

**Carrier objective**

To acquire a challenging career with a solid company utilizing the opportunity to offer proven and developing skills within the company.

**Professional Qualification**

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| --- | --- | --- | --- |
| **Qualification** | **Board/ University** | **Year Of Passing** | **Percentage** |
|
| B.E (Electronics & Telecommunication ) | VIVA Institute of Technology, Mumbai University | 2013 | 65.15% |
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| M.S.B.S.H.S.E s(12th)(PCMB) | Utkarsha Vidyalaya & | 2009 | 61.67% |
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| M.S.B.S.H.S.E (10th) | Adarsha Vidyalaya | 2007 | 78.00% |
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**Professional Experience**

1] **Telelabs wireless pvt ltd**.-from 25-7-2013 to 25-5-2014 as **Trainee support Engineer**.

**Professional Summary: -**

1] Works on “Air Interface tools” CAIT, QXDM and QCAT to identify power levels through GSM, CDMA

Technology.

2] Maintaining & monitoring Calls drops per call in various locations Mumbai through handoff procedure

3] Prepared call detail reports and system analysis reports.

2] **Nauritech pvt ltd. (RemoteDristee.com)-** from 02-06-2014 to 15-11-2015- as **Support Engineer**.

**Client Company:** - **Schools** in **Mumbai** (**Yashdham highschool-Goregaon, Lakshidham highschool-**

**Goregaon, Gokuldham highschool-Goregaon, Vasant vihar highschool-Thane)**

**Professional Summary: -**

1] Installing and Configuring MDVR.(Mobile Digital video Recording) , CCTV’s, IP camera, cabling etc.

2] Networking, Fault detection LAN & WAN trouble shooting. Network Auditing, Knowledge of configure

And maintenance, configuring router & switches etc.

3] Network Printer Installation & Configuration. Microsoft Outlook Installation, Installation of GPS devices,

Configuration and Troubleshooting.

4] Maintain (99.99 %SLA.) and monitoring 254 buses CCTV and DVR, provide live streaming support to customer.

3] **Wipro Infotech pvt ltd-(Impact Infotech pvt ltd)-**from16-11-2015 to till date as **L2-Desktop Engineer.**

**Client Company:** - **HDFC Bank pvt ltd**. (Kanjurmarg – East, Mumbai -400052).

**Professional Summary: -**

1] Maintaining & monitoring of the Application relay servers, troubleshooting and detect technical issue on desktop level.

2] Adept to end to end development of software products from requirement analysis to system study, designing, coding

, testing, De-bugging, documentation & implantation.

3] End user support to Automation tools for my support Manager Tool, Qlikview tool for data analysis, customer calls analysis

Using Excel Macros.

4] Deploying and configuring IIS for Web portal for Branch Visit, PM toolkits, Network commissioning tools.

**Project details: -**

**Project 1]** **GSMC calls daily calls analysis report**:

* **Customer :** HDFC bank pvt ltd (MIS executive team)
* **Period:** 17- Nov -2016 to 25- Nov- 2016.
* **Description :** This project mainly consists of two modules i.e open calls and closed calls , all two automates
  + - Entire process which helps customer submit report on time to management, Customer saves time up to
    - 58 minutes out of 1 hrs.
* **Role: (**Team member (Developer)).
* **Team size :** 1
* **Tools :** Excel Macros (Microsoft office Excel 2010)
* **Language :** VBA (Visual basics for Application)

**Project 2]** **RVMT calls daily calls analysis report**:

* **Customer :** HDFC bank pvt ltd (MIS executive team)
* **Period:** 25- Nov -2016 to 28- Nov- 2016.
* **Description:** This project mainly consists of three modules i.e open calls closed calls & aging with days, all three automates Entire process which helps customer submit report on time to management, Customer saves time up to 59 minutes out of 1 hrs.
* **Role: (**Team member (Developer)).
* **Team size :** 1
* **Tools :** Excel Macros (Microsoft office Excel 2010)
* **Language :** VBA (Visual basics for Application)

**Project 3]** **Xerox calls daily calls analysis report**:

* **Customer :** HDFC bank pvt ltd (MIS executive team)
* **Period:** 25- Nov -2016 to 28- Nov- 2016.
* **Description:** This project mainly consists of three modules i.e open calls closed calls & aging with days, all three automates Entire process which helps customer submit report on time to management, Customer saves time up to 59 minutes out of 1 hrs.
* **Role: (**Team member (Developer)).
* **Team size :** 1
* **Tools :** Excel Macros (Microsoft office Excel 2010)
* **Language :** VBA (Visual basics for Application)

**Project 4]** **Category and priority wise analysis report**:

* **Customer :** HDFC bank pvt ltd (MIS executive team)
* **Period:** 24- dec -2016 to 10 –Jan- 2017.
* **Description:** This project consists of FM categories calls available on Service desk report, It save time up to 50 minutes out of 1 hrs.
* **Role: (**Team member (Developer)).
* **Team size :** 1
* **Tools :** Excel Macros (Microsoft office Excel 2010)
* **Language :** VBA (Visual basics for Application)

**Project 5]** **Feedback CSAT report**:

* **Customer :** HDFC bank pvt ltd (MIS executive team)
* **Period:** 16- Jan-2017 to 17 –Jan- 2017.
* **Description:** This project consists of Branch Manager feedback analysis on branch visit portal, It saves about 78 minutes out of 1hrs and 20 minutes.
* **Role: (**Team member (Developer)).
* **Team size :** 1
* **Tools :** Excel Macros (Microsoft office Excel 2010)
* **Language :** VBA (Visual basics for Application)

**Project 6] IEM Patch management automation report**:

* **Customer :** HDFC bank pvt ltd (IEM team)
* **Period:** 2 – Feb 2017 to 7 –Feb -2017.
* **Description:** This project maintains data of various security patches on end user machines; It saves 58 minutes out of 1hrs.
* **Role: (**Team member (Developer)).
* **Team size :** 1
* **Tools :** Excel Macros (Microsoft office Excel 2010)
* **Language :** VBA (Visual basics for Application)

**Technical skills:**

* Programming Languages : C / C++ ,JAVA, C# , VB,PHP etc
* Operating Systems : Windows 7 /8/8.1 , CentOS5 ,Linux etc
* Tools & Technologies: Excel Macro, Visual Studio 2008 /2010/2012, Microsoft dot net framework, MVC5 etc.
* Databases: Microsoft SQL server 2008 R2 DB, Mysql, Oracle 10 g /11 g /12c etc.
* Other: VBScripting for system programming, Batch programming, Power shell scripting.

**Awards & Achievements:**

1] Participated in project on “Solution to Avoid Accident on the roads” in District level (Certificates).

2] Participated in project on “Drip Irrigation”(2nd prize with silver Medal & Certificate).

3] Participated in “Ethical hacking workshop”(Certificate).

4] Completed Diploma in Dot Net from Impetus Consul Trainers Dadar, Mumbai

**Passion & Extra-activities:**

Playing pc games, chatting, solving puzzles etc.

**Declaration:**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

(Pratik.G)