Shubham Rahane

Innovator, Mentor & Quick learner

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EXPERIENCE

Synise Technologies Limited, Baramati, Pune — *Technology Support Executive*

02 2019 - PRESENT

- Provided in-depth technical support to clients at a Tier 2 level, solving 99.2% of issues without transferring to Tier 3 support.
- Conducted periodic status checks with customers and teams to assess projects against plans.
- Meeting the service level and maintaining the accuracy of the database.
- Guided various aspects of acquisition process, including due diligence, contracting and valuation.
- Provide budgetary reports to senior by working out in SAP transaction.
- Configured hardware, devices and software to set up work stations for employees.
- Generating tickets for occurred issues from shipping department
- Used SAP-ERP software to update and maintain all SAP MM functional documentation.
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Maintenance of production CPC by material planning & maintaining cost reduction by taking care of inventory reduction.
- Maintaining SLA by doing day to day activity.
- Fielded an average of 50 inbound phone calls to deliver effective support and remotely resolve service issues.
- Monitoring of compliance performance
- Responsible for coordination with other support groups (such as infrastructure, product vendor etc.).
- Developed flowcharts and diagrams to describe and lay out logical operational steps.
- Reviewed performance benchmarks and established metrics for future tracking.
- Strong written and verbal and troubleshooting skills

SKILLS

SAP-ERP.

BMC Remedy

ITIL Framework

Customer service

Technical manual interpretation

 VISUAL BASIC

 C

 CPP

HTML

XML

CSS

SQL/PLSQL

AWARDS

Solved 99.2% of Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers.

Innovator for fast tracking daily report system to track daily costing of company.

LANGUAGES

English, Hindi, Marathi

- Unparalleled Listening and Comprehension capabilities
- Ability to keyboard to capture important details on a call for documentation

Infosys BPM Limited, Pune — *Technology Support Executive*

02 2019 - 04 2019

- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Customer Incident management
- Good experience in Client Support.
- Ability to diagnose and resolve basic technical issues.
- Proven experience as a helpdesk technician/Technical support or in another customer-facing technical support role.

Synise Technologies Limited, Baramati, Pune — *Technology Support Executive*

12 2017 - 02 2019

- Generating tickets for occurred issues from the shipping department.
- Tested custom SAP transactions to verify proper functionality.
- Customer service oriented
- Proven service industry front line experience with handling high value/critical customers

EDUCATION

Shankarlal Khandelwal College, Akola — *B. Sc. (Computer)*

June 2013- July 2016

- Used Microsoft Excel to develop inventory tracking spreadsheets.

PROJECTS

Loreal, Chakan — PLC & HMI development
- PLC and HMI development for synchronization between two machines.
- Worked specially on the SCADA system.