








# SURAJ RAJAK

## Technical Support Engineer

### Contact

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-  | [Portfolio](#)
-  | [LinkedIn](#)

### Education

#### ● Bachelor of Technology

West Bengal University of  
Technology  
2014-2018

### Skills

SQL	<div><div></div></div>
Data Visualization	<div><div></div></div>
Excel	<div><div></div></div>
Python	<div><div></div></div>

### Other Skills

ETL Process  
Data Analysis  
NumPy  
Pandas  
Matplotlib  
AWS S3  
AWS Cloudwatch

### INTERESTS

- Playing Football & Cricket
- Listening songs
- Travelling

### Summary

Highly motivated and Dedicated Technical Support Engineer with a strong foundation in data analytics. With over 5 years of experience providing exceptional technical assistance to clients. Proficient in SQL, Power BI, Python and Excel . Proven track record of leveraging analytical skills to derive actionable insights from data. Seeking to contribute expertise in data analytics to a dynamic team.

### Experience

- Technical Support Engineer

Jan 2021 - Present

Indusnet technologies Pvt. Ltd.

  - Developed interactive dashboards and reports using Power BI to provide insights into business performance metrics.
  - Extracted data from various sources including databases, Excel files and transforming datasets into insightful visualizations
  - Written complex SQL queries to extract, manipulate, and analyze data from relational databases.
  - Managed and prioritized Jira tickets, ensuring timely resolution of technical issues and effective communication with clients throughout the process.
  - Collaborated with cross-functional teams to troubleshoot complex technical problems and implement solutions to improve product performance and customer satisfaction.
- Technical Support Engineer

Aug 2018 - Aug 21

Relyon Softech Pvt. Ltd.

  - Maintained organization's data, backed up databases and restored files .
  - Writing SQL queries that will extract data and compile it into meaningful reports.
  - Modifying table, view and joins in the database to get the proper data.
  - Troubleshooting the software related issues and resolving the problems.

### CORE COMPETENCIES

Project Management

Time Management

Teamwork

Communication

Customer Relationship

Future Focused