

Pranav Wagh

An Inventor, Software developer, Consultant, Code Reviewer and Escalation for Office Dev Team

Summary

Position in a role where excellent analytical, technical and troubleshooting skills can help to improve organization's profitability and there is an opportunity to demonstrate leadership aspects.

Experience

Escalation Engineer at Microsoft India

January 2014 - Present (3 years 3 months)

This job primarily required me to :

- Debug Microsoft Office code & customer code using tools like Windbg, CDB & Visual Studio
- Working on other advanced tools like procmon, procdump, fiddler, netmon, dbgview etc
- Generating and analysing memory dumps and traces
- Understanding and debugging in languages like C#, VB.NET, C, C++, Assembly
- Providing Technical Leadership to the team, Guiding TL & the team
- Working hand in hand with Office Product Group to get an issue fixed
- Writing PoCs for customers
- Consulting customers
- Office Beta specification review

Support Escalation Engineer at Microsoft India

November 2010 - January 2014 (3 years 3 months)

- Involved in OneCode and OneScript reviews, worked as an SME Champion.
- Built a windbg extension, which aids EEs to search known extensions
- Built a Windows Phone App (ClickMap)
- Partnered in Windows Phone App Dev Initiative
- Wrote a publication which basically talks about “A Context sensitive, API driven, Unified Input device”. Microsoft LCA decided that it should be published as a “Defensive Publication”
- Solved highly complex level of escalated problems, involving broad, in-depth product knowledge or in-depth product specialty; may include support of additional product line.
- Used trace analysis, source code, and other sophisticated debugging tools to analyze problems and develop solutions to meet customer needs; It involved writing code, samples and PoC
- Acquire & coordinate resources from other groups as needed to resolve customer issues.
- Key technical interface to Quick Fix Engineering (QFE) and Development for the resolution of high impact or pervasive issues effecting Microsoft's corporate clients.

- Managed hot issues by setting customer expectations, devising action plans, being available 24x7 and professionally communicating to all parties involved.
- Lead triage meetings to share knowledge with other engineers and develop customer solutions efficiently.
- Acted as technical lead, mentor, and role model on a team of engineers; provide direction to others, review solutions and articles, etc. Mentored new Support escalation engineers. Help Support engineers grow into Support escalation engineers.
- Developed and delivered technical training to other engineers.
- Maintain strong working knowledge of pre-release products and take ownership for product improvement in key product areas.
- Report software bugs and customer suggestions.

Technical Leader at Microsoft India

August 2008 - November 2010 (2 years 4 months)

Developer Support Engineer at Microsoft India

January 2005 - August 2008 (3 years 8 months)

VSOD supports diverse set of developer technologies related to office suite of products. Automation, extensibility, integration and development with the Microsoft Office family of products including Word, Excel, PowerPoint, Visio, MapPoint, Project and Publisher using Visual Studio or Visual Studio .NET (VB, C#, C/C++/ATL, MFC, ASP/Scripting), InfoPath and Visual Studio Tools for Office.; Primary responsibilities include providing technical assistance to Microsoft's developer customers, ranging from small ISV's (Independent Software Vendors), to ASP's (Application Service Providers), and large Fortune 100 IT organizations across the globe. I assist developers in effective use of Microsoft technologies to write custom solutions, or custom applications and analyze and debug and resolve high priority issues.

Contributions/Achievements

- Assisted team with SME case reviews, technical recoveries, knowledge sharing triages
- Engaged in mentoring and coaching of new members in the VSOD IGTSC team
- Consistent performance was awarded by a star performer award and also On the spot recognitions
- Participated in the SEE workshop program at IGTSC focused at enhancing the dump analysis and advanced debugging skills
- Participated in Office 2007 sp1 beta program
- Took the back-up TL responsibility and used it successfully to scale-up and build upon my skills

Contributions to the community:

- My technical blog has been one of the most; This sample got recognition of MSDN Accessibility home page and also in the form of a star performer award.
- <http://code.msdn.com/presentationcreator>. This sample received appreciation from TSL/TL/TM and TSL advocated to put it on VSOD blog

Team Leader/Software Engineer at Shesha Computers

April 2003 - December 2004 (1 year 9 months)

Worked with data oriented projects; Library Management, Inventory Management and Patient Management System. I worked with technologies; VB 6.0, VB .NET, SQL 7.0, SQL Server 2000, Crystal Reports, WebServices and ASP.NET and .NET compact framework. Also worked with two system monitoring projects; one targeted towards windows based (worked in the domain) and the other was accessible from internet. This project required interaction with Windows APIs, Winsock, WinAPIs, Delphi.

Software Developer/Computer Programmer/Assistant Programmer at Intsoft/ Wintech

February 2001 - April 2003 (2 years 3 months)

Worked on database oriented projects which involved the following technologies, VB, VB.NET, SQL Server, Access, Datareports, Crystal reports. Projects required interaction with multiple domain specialists like accountants, doctors, medical representatives, lawyers, automobile engineers, medicine whole-sellers etc.

Lab Incharge/ Faculty at Dugar Computers

July 1999 - January 2001 (1 year 7 months)

Worked as a lab incharge/faculty at the computer institute. My role was to ensure appropriate level of lab function, coach the students and guide them whenever they are stuck. Primarily I worked with technologies, C,C++, VB 6.0 FoxPro 2.6, Office 97, Windows 9x, JavaScript, VBScript, HTML, data structures.

Honors and Awards

Star Performer Award

Microsoft India (R & D) Pvt. Ltd.

October 2006

Star Performer Award

Microsoft India (R & D) Pvt. Ltd.

October 2008

Microsoft Values Award

Microsoft

2013

Languages

English	(Native or bilingual proficiency)
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Hindi	(Native or bilingual proficiency)
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Marathi	(Native or bilingual proficiency)
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Certifications

Microsoft Certified Professional

Microsoft License A575-6262 September 2000

Microsoft Certified Solution Developer (Visual Studio 6.0)

Microsoft License A575-6265 July 2001

Microsoft Certified Solution Developer (.NET)

Microsoft License A575-6274 December 2005

Microsoft Certified Database Administrator (SQL Server 2000)

Microsoft License A575-6267 December 2005

Microsoft Certified Application Developer (.NET)

Microsoft License A575-6272 December 2005

Publications

Smart Input – A Context sensitive, API driven, Unified Input device

ip.com, Prior art database October 19, 2011

Authors: Pranav Wagh

A context sensitive, multifunction, touchscreen based keyboard.

Zip Mic - True Voice

ip.com, Prior art database September 30, 2014

Authors: Pranav Wagh

Bluetooth device, which rests inside your cheek. A proposed wearable technology, which almost moots the need for voice cancelation

Skills & Expertise

C#

.NET

Debugging

WinDbg

VSTO

Windows Phone

COM Addins

Office Programmability

IIS

ASP.NET

Web Services

VB.NET

C++

SharePoint

Microsoft SQL Server

Databases

Microsoft Technologies

Visual Studio

SQL

.NET Framework

Cloud Computing

Internet Information Services (IIS)

Microsoft Products

Education

C. V. Raman University

B.C.A

DOEACC

A Level, Computer Science, 2000 - 2001

DOEACC

"O" Level, Computer Science, 1999 - 2000

Indian School Of Muscat

9th, All subjects, 1994 - 1995

Kalidas Montessori School

1st - 8th, All subjects, 1987 - 1994

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6 people have recommended Pranav

"Pranav brings unique and rare talent to the team. He is an outside of the box thinker with good grasp over fundamentals. These two combined makes him an unique asset to any team. Apart from this he is good human being, easy to work with and a good team player."

— **Shiv Khare**, worked directly with Pranav at Microsoft India

"I worked with Pranav for nearly two years in 2005-06 where he proved to be highly motivated, resourceful and creative in resolving difficult problems. He proves to be a valuable asset to any organisation and I'm glad to have worked with him."

— **Vishal Rao**, worked directly with Pranav at Microsoft India

"Working with Pranav was a pleasure. He is a self-starter with a lot of initiative, picking interesting, technically challenging projects. He is also a good writer / blogger."

— **Eric White**, worked with Pranav at Microsoft India

"I have worked with Pranav as Support Engineer. I find him to be very thorough and easy to work with. He has great passion for work he does and great technical aptitude. He takes up challenges willingly and is an excellent team player. He is fun to work with and a great asset to the team."

— **Sheetal Berg**, *Technical Consultant/Developer support engineer, Microsoft*, worked directly with Pranav at Microsoft India

"Pranav is a goal oriented person. He was always keen in his work and shown dedication."

— **Uday Takbhate**, worked directly with Pranav at Microsoft India

"A very different and brilliant student. Normally do not take rest till finds the solution of the problem. Too much interested in IT and doing new things and searching for a different way to complete the task. Always best wishes for your career growth."

— **Hemant Kumar Dugar**, taught Pranav at DOEACC

Contact Pranav on LinkedIn