

Atul Parkar

Dynamic professional with 4 years of experience in application support, adept at troubleshooting and resolving technical issues to ensure optimal system functionality. Proven track record of collaborating with cross-functional teams to enhance operational efficiency and deliver exceptional customer support. Seeking to leverage strong analytical skills, attention to detail, and strategic mindset to excel in an analyst role. Skills in Power BI, SQL and Excel, with a keen interest in data analysis and problem-solving

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Skills

- SQL
- Power Bi Tool
- Excel
- ITIL
- Linux Basic Command
- Winscp Tool
- Hands on Salesforce SFDC and CRM Next
- Ticketing tool – Service Now, Remedy, Service Desk

Udemy Course

- SQL MSSQL DDL, DML, TCL, Functions, Joins, Operators, Sub Query, Clauses, Constraints, Store Procedure, View, Trigger, CTE.
- Power Bi Tool Extract Data from multiple path, Data Cleaning, Data Modeling, Data Visualization, Calculated Colum, DAX Measure, Merge, Append, Calendar Table, Functions, Tool tip, Drill through, Button, Filter, Power Bi Service
- Excel Basic Excel, Import Data, Power Query Editor, Data-Modeling, Pivot table, Chart, Formatting value, V-Lookup, H-Lookup, Functions, IF Else Condition, Arithmetic Formula, Data validation, Hyperlink, Conditional Formatting

Experience

Clover InfoTech PVT LTD

(Feb 2022 – Current)

Designation Technical Engineer L1 Support.

Client Kotak Mahindra Bank

Hands on Salesforce, CRM next portal, Remedy/Service Now

- Serve as the primary point of contact for end-users experiencing issues with CRM NEXT and Salesforce Portal.
- In CRM Next Asset product such as BL/HL/WC/LAP and in Salesforce PL product.
- Salesforce Administrator rights were granted to map the Pin-code, City, Role, and Lead, and to make changes from Classic.
- If the Relationship Manager encounters any issues during the journey, they raise them with us.
- Respond to support requests via email or ticketing system in a timely and professional manner.
- For the Critical issue we take on Priority and try to get it resolve on same day.
- Coordinate with internal teams, vendors, and third-party providers to resolve CRM NEXT and Salesforce Portal issues.
- Get the logs Request and Response from Tibco to check the Response Error and the value captured are Correct or not at Client, Helps for debugging and improving the system.
- Developed a deep understanding of our applications' functionality, features and API's becoming a subject matter expert.
- Maintain an Excel sheet documenting the list of bugs, their occurrences, and the provided resolutions.
- Develop and implement action plans to address customer issues, prioritizing resolution based on severity, impact, and customer priority.
- Ensure timely follow-up and closure of issues, confirming resolution with customers and soliciting feedback to ensure satisfaction.

ANUNTA TECHNOLOGIES MANAGEMENT SERVICES PVT LTD**(Feb 2020 – Feb 2022)****Designation** Application Support Engineer**Client** L & T Finance

Hands on Service Desk Ticketing tool, Database SQL-Server, Salesforce portal, Linux

- Product Two-Wheeler Loan and Farm Loan
- Serve as the primary point of contact for end-users experiencing issues with Salesforce Portal
- Database SQL read access provide to check the status of Farm Loan
- Provide Report for Farm from Database as per Business Requirement.
- As per the business requirement do the changes in loan application from backend.
- Provide Doc path from Linux for given document number
- User raise used on Service Desk Ticket Tool, before SLA we get it assign and resolve the issue before the TAT.
- RM process the Journey of TW/Farm loan, In Journey If RM face any Issue, We get the Error Screenshot, and Loan Number, Do the first Level Analyze and do the Changes in SFDC or highlight to concern team or guide to RM.
- Respond to support requests via email, phone, or ticketing system in a timely and professional manner.
- Coordinate with internal teams, vendors, and third-party providers to resolve Salesforce Portal TW issues.

ROSENBERGER PVT LTD**(Mar 2018 –Jun 2019)****Designation - FTTH Project Engineer Supervisor**

- ROSENBERGER Handle Project of Airtel/Jio, it is a leading provider of fiber-optic broadband services committed to delivering high-speed internet connectivity to residential and commercial customers. We are dedicated to install as per customer need.
- Ensure proper alignment, termination, and testing of fiber optic cables to achieve optimal signal strength and performance

EDUCATION

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|-------------|----|-------------------------------|------|-----------|
| • SSC | MU | Cardinal Gracious High School | 2010 | 69% |
| • HSC | MU | Thakur Vidya Mandir | 2013 | 52% |
| • BE - EXTC | MU | S.S.P.M College | 2018 | 5.45 CGPI |

Hobby

- Wildlife photography
- Cooking
- Painting