

HARSHIT UPRAITY

Agra, Uttar Pradesh, India

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Objective

To leverage my technical support skills and ERP knowledge to provide efficient solutions, ensure system reliability, and contribute to organizational success through proactive issue resolution and user support.

Experience

• WE Excel Software's Pvt Ltd – (O/o Excise and Taxation Department)

(Sr. Technical Support Executive)

AUG 24 - Present

- Working on Government Project to conduct biometric authentication for user verification and compliance purposes.
- Validating the front-end result to back-end through CRM tool to track and keep bugs.
- Collaborated with cross-functional team to gather requirements and translate them into actionable analytics solutions.
- Perform accurate and efficient document verification to ensure compliance with government regulations.
- Resolve technical issues faced by users during GST filing, registration, and other processes.
- Offer assistance to businesses and individuals in navigating GST-related systems and resolving queries.
- Maintain detailed records of authentication and verification processes for audit and reporting.
- Ensure adherence to data security and confidentiality standards while handling sensitive information.

• Entab Infotech Pvt Ltd

(Technical Support Executive)

JUL 2021 - JUL 2024

- Worked on the web-based and cloud applications, it is basically used by thereputed schools for managing their different domains like admin work, accounting, billing, payroll, student basic and examination details, report and summary, etc.
- Designed planning and messaging strategies for implementation projects, maintaining on-time completion.
- Validating the front-end result to back-end through CRM tool and freshdesk to track and keep bugs.
- Collaborated with cross-functional team to gather requirements and translate them into actionable analytics solutions.
- Scheduling Meetings with the principal and schools management for demonstration of non-utilized modules of our product.
- Knowledge of QA principles and process to be followed for quality deliverables.

• United Petrochem Pvt Ltd

(ERP Implementation)

JAN 2021 - JUL 2021

- Assist in configuring SAP modules as per business requirements.
- Conduct testing to ensure the proper functioning of updates and changes
- Create and maintain technical documentation, including issue resolution processes and user guides. Record and analyze recurring issues to recommend process improvements.

Education

- Dr. Bhimrao Ambedkar University, Agra
Bachelor of Computer Application
65%
2016-19
- Shivalik Public School
12th
65%
2016
- Maa Bhagwati Senior Secondary School
10th
83%
2014

IT Proficiency & Skill

- **Languages known:** Java core and advanced, Spring boot, Hibernate, Html, css, javascript, jsp.
- **Database technology:** My SQL DB, Oracle DB.
- **Experience on various tools:** Eclipse, NetBeans, Visual studio code, STS - Spring tool suit
- **Microsoft office** with Advanced Excel, Troubleshooting, ERP Implementation, ERP Support

Skills & Abilities

- Project Management
- Business Analysis
- Business Requirements documentation
- CRM (Customer Relationship Management)
- Software consultant
- Test Case Developments

Personal Strength

- Good Communication, Management and Leadership skill
- Ability to work in a group and under pressure.
- To convince people with positive attitude
- Task and Goal oriented.

Personal Details

- Date of Birth : 10 June 1999
- Marital Status : Married
- Gender : Male
- Mother Name : Mrs. Bhuvnesh Upraity
- Father Name : Mr. Mukesh Upraity
- Spouse Name : Mrs. Divya Upraity
- GitHub : [GitHub.com/upraityharshit/](https://github.com/upraityharshit/)
- Current Job Location : Faridabad, Haryana, India