PRATIK BHARATKUMAR VAJA C/204 Vrundavan Vatika,

Vastral, Ahmedabad-382418

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**Career Profile**



To carve a successful carrier all the way through being a proactive team member in terms of

Contributing to organization’s revenue and eventually making a value added bottom-line.

**Work Experience**



* **Fergus Software Technologies Private Ltd ( 1st October2018 to continue )**

**Designation**:  **Client/Customer Support Executive**

**Company Description:**

* I am working Based on **ZOHO CRM, Salesforce CRM**, **Teak ERP, VEGETOS, STOCKBOOK, I-Cast ERP** of business process management software.
* Its cover all modules like Marketing, Accounting, Finance, HR, Maintenance, Purchase etc.
* One of the most Valuable aspects of my support is robust client support to help with dealing with the many details that need management from time to time.
* I will help avoid problems and be there to help you deal with them when they arise.
* My responsibility to reduce the load of district managers allowing savings in that area of operations.
* I maintain and support distributor, publication and driver chain cycle as well guide them on software application for Returns, Delivery and Invoice Billing information about newspapers.
* I am working on MySQL database management and **Kiosk technology**.
* API Testing, Performance Testing and load testing through **Jmeter**
* **Ethos HR Management Private Ltd. (GIL)( 25 October 2016 to 30 Sept 2018)**

**Designation** : **Project Executive (ICT support)**

**Company Description:**

* Create Budget Files, Tappal, and Grant release.
* Working on Govt. Software GSWAN, IWDMS, SATHI,PGPORTAL,IFMAS
* Installing and configuring computer hardware, software, systems, networks, printers and scanners.
* Planning and undertaking scheduled maintenance upgrades.
* Setting up accounts for staff, ensuring that they know how to log in.
* Solving password problems.
* Talking to clients and computer users to determine the nature of any problems they encounter.
* Responding to breakdowns.
* Investigating, diagnosing and solving computer software and hardware faults.
* Repairing equipment and replacing parts.
* Supervising junior engineering and technical staff.
* Obtaining replacement or specialist components, fixtures or fittings.
* Checking computer equipment for electrical safety.
* Maintaining records of software licenses.
* Managing stocks of equipment, consumables and other supplies.
* **Swafe Business Management Private Ltd .(January 2012 to September 2014 )**

**Designation**: **Technical Support Engineer (IBM Contract)**

**Company Description:**

* Primary Knowledge on Network to troubleshoot end user networking issue.
* Knowledge on ticketing tools.
* Software Support and Software troubleshooting skill.
* Knowledge on escalation matrix & client SLA.
* In-House installation and maintenance of Systems.
* Maintenance, Installation, and Trouble shooting for the Major Customer.
* Report and Log all customer issues into the Customer Relation Management database.
* Prepare daily reports on the incidents. Reporting to Project Manager.

**Skill Summary**



* Responsible for effective provisioning, installation/configuration, operation, and maintenance of Microsoft Windows OS 7, 8, 10, Linux (Shell Scripting),Ubuntu based systems hardware/software and related infrastructure.
* Introduction to testing ,Verification vs. validation ,Types of Applications SDLC – Software Development Life Cycle, Principles of Testing STLC –Software Testing Life Cycle, HLR Reports, Bug Life cycle, Black box testing, White box testing, Types of Testing Selenium IDE And Web Driver, J-meter API testing, J-meter Performance Testing

**Educational Background**



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Name of the**  **Examination** | **Board/**  **University** | **Month & Year**  **Of Passing** | **Percentage**  **Obtained** |
| 1 | 10TH | GSEB | March 2004 | 74.4% |
| 2 | 12TH | GSHEB | March 2006 | 62.00% |
| 3 | B.E (ECE) | Gujarat University | Dec 2011 | 60.00% |

DEGREE: -Gujarat University (Bachelor’s in Electronics & Communication Engineering) Charotar Institute of Technology, Changa, Gujarat

**Career Objectives**



* I would like to obtain a challenging position in IT where my technical and interpersonal skills can be utilized to benefit your Organization.
* To apply my technical Knowledge and project management skills to help lead a competitive growing company to a new level of success and guide them towards a new age of advanced technology.

**Certification**



* **Google digital unlocked** certificate of achievement for the successful completion of **The** **Digital Marketing** certification.
* **Cisco** certificate of achievement for the successful completion of **The** **Cisco**

**Entrepreneurship**, **Cyber** **Security0320, NDG Linux** and **IoT0320** certification.

* **BOSCH** certificate of achievement for the successful completion of **Intrusion Systems** **Fundamentals** and **The Bosch** **Video Systems** certification.
* **GST** Certificate of achievement for the successful completion of massive open online course. An awareness Course on **Goods and Services Tax** offered by TCS**.**

GST Certified No. 75329-6598846-1016

* **AWS** Certificate of achievement for the successful completion of **AWS Cloud** **Practitioner Essentials (Second Edition)** certification.

**Career Strengths**



* My communication skill allows me to develop good relations with co-workers.
* I always like to accept challenges and work to achieve better results.
* I am an analytical thinker and a good observer and at the same time, I enjoy the
* Challenge of creating innovative technologies.
* Ability to work in Company Environment.

**Personal Details**

Date of Birth : 5th November, 1988

Marital Status : Single

Nationality : Indian

Languages Known : English, Hindi and Gujarati

Passport : S3701505



**Highlights of Expertise**



* Project Management, Troubleshooting/Root, Cause Vendor Evaluation, Resource Management Innovative IT, Initiatives Key, Account Management, Client Relationship, End-user Support

**Declaration**



I hereby declare that the above-mentioned information is true to the best of my knowledge.

**Place:- Ahmedabad YoursFaithfully,**

**Pratik Vaja**

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