SWAROOP D PANDE
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LinkedIn: https://www.linkedin.com/in/swaroop-pande-95431aa0
Work Authorization: Eligible to work full time under Germany Job Seeker Visa without Sponsorship
Gender: Male **| Date of Birth:** 27th Nov 1992**| Nationality:** Indian

PROFILE SUMMARY

- A detailed-driven IT support professional with around 9 years of strong exposure in troubleshooting, technical support and resolving IT related frameworks
- Hands-on experience in providing technical assistance and support to clients or customers, as well as skilled in troubleshooting and resolving technical issues related to hardware, software, and network systems
- Leverage expertise in installing, configuring, and maintaining systems and applications, and possess a deep understanding of various operating systems, programming languages, and databases
- A proven track record of consistently exceeding customer expectations and has been recognized for the ability to diagnose and resolve technical problems quickly and efficiently
- Proficient in Collaborating with other members of the technical support team to develop and implement solutions
- Demonstrated knowledge of keeping up-to-date with emerging technologies and industry trends to provide the best possible support to customers
- Competent in troubleshooting and problem-solving and effectively diagnosing and resolving technical issues while providing the highest level of service

WORK EXPERIENCE

Jan 2023 – April 2023	**Senior Administrator**
	Wipro, India

- Implemented efficient administrative processes and procedures to optimize operations, ensured smooth workflows and maximum productivity
- Aligned administrative functions to support overall strategies, and driving initiatives to achieve sustainable growth
- Diligently identified potential risks & implemented proactive measures to mitigate them, safeguarded business continuity and organizational interests
- Efficiently maintained strong relationships with internal/external stakeholders, fostering effective communication, and facilitated collaboration to achieve common objectives
- Played a key role in vast gamut of tasks comprising - upholding the highest standards of quality in all administrative functions, implementation of best practices, continuously evaluated the processes to drive excellence and exceed expectations

Nov 2019 - Dec 2022	**Senior Technical Support Engineer**
	Niti Technologies India Software (VMS Group), India

- Ensured proper documentation and checklists for efficient and consistent build, test, and validation activities
- Maintained detailed and accurate records in workload management, asset management, and administrative applications, ensuring that operations run smoothly
- Troubleshooting methodologies to provide efficient and effective resolution while minimizing the impact on the customer
- Efficiently provided support for medium to highly complex end-user installations, configurations, upgrades, and migrations through advanced problem-solving and troubleshooting
- Collaborated with customers and company functional teams to integrate and implement software updates, change requests, and application support activities, resulting in seamless operations and improved customer satisfaction

Nov 2018 - Nov 2019	**Senior Process Executive**
	Cognizant Technology Solutions, India

- Analyzed customer needs, to recommend products that aligned with specific requirements

	• Participated in the entire project lifecycle, from solutioning, design, build, testing, data migration, cutover, and troubleshooting support for SAP implementations • Recommended solutions based on the scope of client requirements, creating proof of concepts for new requirements and showcase to the customer • Efficiently translate complex business requirements into effective solutions,and provide customers with the best possible solutions to meet requirements
Mar 2018 - Nov 2018	**Technical Support Engineer**
	Mphasis Private Limited, India
	• Provided technical support to clients and Mphasis field support by utilizing problem determination and problem source identification skills • Ensured efficient troubleshooting and tracking of reported problems, and meticulously documented the nature of the reported problem in case management systems such as SFDC • Installed and maintained virtual servers and software to replicate customer-reported issues and applied necessary patches and updates to ensure optimal performance
Aug 2016 - Mar 2018	**Technical Support Engineer**
	Secret Technologies India Software (VMS Group), India
	• Provided consistent solutions to customers by using exceptional judgment, training resources, and knowledge base • Conducted thorough research and troubleshoot issues by utilizing various resources such as documentation, knowledge bases, bug databases, and source code • Collaborated with technical and field teams globally through community forums • Experienced working with various stakeholders and partners to support end-user installations, as well as configuration and programming changes
Sep 2015 - Jul 2016	**Technical Support Engineer**
	Treesha Desire Infotech Solutions Private Limited, India
	• Experienced in documenting technical issues and creating test cases to address similar concerns • Monitored and resolved network problems, hardware and software installation issues, and urgent customer concerns • Ensured data security and timely customer updates,and maintained compliance with standard operating procedure
Jul 2014 - Jul 2015	**Customer Service Associate**
	IBM Concentrix India Private Limited, India
	• Handled customer inquiries and complaints by answering calls in a professional manner • Provided information about products and services, taking or cancelling orders, and gathering details about complaints • Maintained records of customer interactions and transactions, documenting inquiries, complaints, comments, and actions taken • Addressed to unresolved customer grievances or special requests, and referred to designated departments for further investigation

EDUCATION

2014	• Bachelor of Engineering in Electronics and Telecommunications from Sinhgad Academy of Engineering, India

PERSONAL SKILLS

Other Language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken in Interaction	Spoken in Production	
English	C1	C1	C1	C1	C1
German					
	Levels: A1/A2: Basic User B1/B2: Independent User C1/C2: Proficient User				

SKILL SET

	Troubleshooting|Technical Support |Customer Issues| Database|Customer Support |OS|Technical Issues| Network Troubleshooting|Problem Resolution|Work Ethic |Excellent Interpersonal