

## CONTACT



### Prashant Patel

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## OBJECTIVE

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To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

## EXPERIENCE

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20/07/2021 -  
08/10/2024

- **Associate IT**  
Bharat Financial Inclusion Ltd  
Key responsibilities:-
  - ❖ Monitored post-release user feedback to identify and analyze newly reported issues after deployments
  - ❖ Conducted initial investigation to distinguish between application bugs and other types of issues (e.g., configuration, environment).
  - ❖ Created incident reports in SMART Help Desk Portal with detailed findings for timely resolution and tracking by the concerned teams.
  - ❖ Installing and configuring computer hardware, software, systems, networks, printers, and scanners. Providing technical support across the company
  - ❖ Logged the Incidents while issue reported in Portals.
  - ❖ Software Installation
  - ❖ Outlook configuration and troubleshooting.
  - ❖ Configuration VPN
  - ❖ Assets Management
  - ❖ Office 365 installation & configuration.
  - ❖ Installing new software/file sets and packages and upgrade Software/Antivirus on regular basis.
  - ❖ Perform system back-up and database
  - ❖ Upgrade systems with new releases and new models.
  - ❖ User account management in AD.
  - ❖ Resolve user queries and issues through Remote Desktop
  - ❖ Scalfusion

## SKILLS

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- ❖ Hardware & Network troubleshooting and support, Troubleshooting for Active directory domain add users of windows Operating system ❖ Software Installation ❖ Network Problem Solving ❖ Office 365 installation & configuration. ❖ C#.NET ❖ Web Designing using Bootstrap, CSS ❖ Database : SQL Server ❖ Wordpress web designing ❖ Scalfusion ❖ python

## EDUCATION

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2020

- **GDCST/Sardar Patel University**  
MCA  
5.71

2017

- **Anand Commerce College/Sardar Patel University**  
BCA  
5.74

2014

- **Panchshil High school**  
HSC  
46.12

- **Shreyash vidhyalaya**  
SSC  
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## TRAINING

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- **Manual Testing and Automation (Selenium)**  
Unicode Technology, Vadodara  
Duration: 3 Months
  - Gained hands-on experience in Manual Testing concepts like SDLC, STLC, Test Case Writing, Bug Reporting.
  - Practiced test case management and defect tracking using TestLink, Mantis, and JIRA.
  - Learned Automation Testing using Selenium WebDriver with Java, TestNG, and basic frameworks (POM, Data-Driven).
  - Worked with tools like Postman for API testing and MySQL for database validation.
  - Participated in real-time project simulations and prepared documentation like Test Scenarios, Test Cases, Bug Reports.

## PROJECTS

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- **IOT Based Premises Security(Project Undertaken).**  
IOT Based Premises Security(Project Undertaken)
  - ❖ Company Name: Kit Solution Pvt.Ltd.
  - ❖ Environment: Android, Python, Raspberry pi, Flask, MongoDB, Servo Motor, Docker, Kubernetes.
  - ❖ Team Size:5
  - ❖ Duration: 4.5 months
  - ❖ About: IOT Based Premises Security is door lock security system.

## LANGUAGES

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- Hindi
- English
- Gujarati

## PERSONAL DETAILS

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- Date of Birth : 12/06/1995
- Marital Status : Unmarried
- Nationality : Indian
- Gender : Male
- Place : Vadodara