

SUBODH MANE

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CAREER OBJECTIVE :

- To obtain wide exposure, acquire knowledge and experience, duly completing assignments given to me, thereby becoming an Eminent professional.

ACADEMIC DETAILS :

Degree	Year of Completion	Name of College	CGPA/ Percentage
B.E. Mechanical	2019	Dr. D.Y. Patil Institute of Technology,Pimpri,Pune	6.78
HSC	2015	Muktangan Junior College,Pune	68%
SSC	2013	Vishwakarma Vidhyalaya,Pune	91%

WORK EXPERIENCE :

➤ **Job Title : I.T. SUPPORT ENGINEER/CUSTOMER SERVICE REPRESENTATIVE AT COGNIZANT**

- Providing Desktop & I.T. infrastructure Support for on-premise products/technologies like Virtual Desktop infrastructure (VDI),Cisco VPN, Windows, 0365,Operating System and other applications to global customers (mainly US Clients etc) by inbound Calls, Emails, Chat.
- Troubleshooting of VDI-CITRIX,Cisco VPN, FACETS and other desktop applications used by Clients.
- Knowledge about Active Directory (AD) RSA Console,Lockout,Director and multiple tools used for troubleshooting.
- Routing the incoming incident to relevant departments as required.
- Handling calls at Night shifts.
- Clarifying user queries by working collaboratively to ensure there is no business impact With using high level of problem solving and critical thinking skills to engage in time-bound tasks
- Ticketing tool ServiceNow (SNOW) used for ticket creation.
- Awarded bonus for Exemplary performance by the company.

➤ **Job Title : Academic Content Developer- Mathematics for Edutech Company**

Creation of MS Word file (transcript) which includes detailed content & examples explanation, animations/gifs, quizzes/puzzles, various assessment level test questions etc for comprehensive transcript to be delivered for instructional video to students.

PROJECT DETAILS :

- **B.E. Project Title:** 'Simulation And Experimental Analysis For Performance Improvement Of Blower By Coanda Effect.(2018-2019)
- Description: Increasing efficiency of a conventional blower by applying Coanda Effect.
- Published Research Paper in IRJET International Journal about Project.
- **Mini Project-** 'Obstacle detection system using IR sensor'.(2018)
- Conducted Third Year seminar on 'Autonomous Car'.

COMPUTER & TECHNICAL SKILLS :

- **Application Softwares:** Citrix Receiver, CAMD Software (PRO-E), CAE Software (ANSYS), CNC Software (MASTERCAM), SOLIDWORKS, MS-OFFICE(MS-CIT)
- ☐ **Programming Softwares/Languages:** MATLAB Software, C, C++ Programming Software

AREAS OF INTEREST :

- Automobile, Design of Machine Elements & Systems, Design Softwares, Thermodynamics.
- Manufacturing processes, Machine Shop, CNC & Computer Programming Languages.

EXTRA CURRICULAR:

- Active participation in annual college technical and non-technical events in Zion (National level Tech-fest) etc ., using Computer aided mechanical softwares.
- GATE applicant.
- **GRE(296), IELTS(6.5),TOEFL applicant (Masters Exams abroad)**

KEY SKILLS :

- Good Mathematical Skills, Quantitative Aptitude.
- Advanced English Communication, Verbal Ability.

PERSONAL DETAILS:

- LANGUAGES & NATIONALITY: ENGLISH, HINDI ,MARATHI &INDIAN
- DATE OF BIRTH :20/04/1998
- ☐ GENDER:MALE

Declaration : I hereby declare that particulars in the resume are correct.

Thank you for pursuing my personal information.

(Subodh Vitthal Mane)
(PHONE : 9420696819)