

Shashank Bansod

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Summary

Actively looking for an opportunity to work in a dynamic, challenging environment where I can exploit my capabilities to develop my career.

Professional with 7+ years of experience in the IT industry which includes L1 and L2 Product/Application Support. Experience in Problem and Incident Management along with handling international clients and stakeholders.

Hands-on experience with **ServiceNow, Salesforce, Zendesk, JIRA, Amazon Workspace, Excel and Nuance** with basic knowledge of **SQL, Tableau, Agile and Scrum Methodologies**.

Experience

Sr Engineer - Application Support

AIT Global India

Sept 2024 – Present

Application Support Engineer

AIT Global India

Jun 2023 – Sept 2024

- Provide front-line and ongoing technical support for Docubuilder (A document builder App)
 - Meeting the defined SLA for various activities and customer expectations within the agreed Statement of Work.
 - Identify the SQL scripts causing issues in the front end.
 - Monitoring support requests received by email.
 - Provide support to the clients in using and accessing the Docubuilder application.
 - Assisting clients with the creation of documents.
 - Educate users on all functions and features of our system.
 - Responsible for reproducing, debugging and/or confirming product defects.
 - Providing technical support and assistance in completing tasks in due time.
 - UAT Testing, Document creation, Edits, Table creation, Component Creation, Fund Management, Variable Management.
 - Assist analysts with back-end review if the issue cannot be diagnosed with the standard support process.
 - Document internal processes for troubleshooting uncommon tasks.
 - Use of JIRA to document and keep track of the issues reported.
 - Work with the Engineering Team on Bugs reported through JIRA.
 - Addressed escalated client issues with speed and urgency by collaborating with various internal departments.
 - Participate effectively as an individual and team contributor within a multifaceted technology environment.
 - Experience in client management and issues handling with exposure to interaction with international clients.
 - Ability to cover on-call support and flexibility around working hours.

Freelance Consultant

Remote

April 2022 – Jun 2023

Senior Representative, Operations

Concentrix

Jan 2021 – Mar 2022

- Provide L1 and L2 Product/Application Support to Clients/Customers
- Addressed escalated client issues with speed and urgency by collaborating with various internal departments.
- Meeting the defined SLA for various activities and customer expectations within the agreed Statement of Work.
- Worked on more than 1500+ cases both Technical and Non-Technical while providing professional and timely communication during all levels of interaction.
- Recognized as a top performer for handling complicated client issues during Q3 and Q4 while handling escalations and cross-training new hires.
- Worked with customers/clients to evaluate the severity of their issues, set correct case priorities and provide status reporting and feedback to customers regarding their issues/requests.
- Collate and analyze calls, chats, and emails to identify possible gaps and deliver better customer satisfaction.
- Ensure service delivered to our customers meets contractual Key Performance Indicators ('KPIs')
- Experience in client management and issues handling with exposure to interaction with international clients.
- Clarify customer requirements; probe for understanding and use decision-support tools and resources to appropriately provide resolution to the customer.
- Participate in activities designed to improve customer satisfaction and business performance.
- Track, document and retrieve information in the chat/call tracking database.
- Respond to customer inquiries by referring them to published materials, secondary sources, or more senior staff.
- Participated in project planning, did the requirement analysis and identified the risks. Also, coordinated with business analysts to create functional requirement specifications.

Senior Business Development Executive

XDBS Worldwide

Sep 2019 – Jan 2021

- Following the process of Presales like contacting clients and business partners, pitching them about the products and bringing them on board.
- Experience in client management and issues handling with exposure to interaction with international clients.
- Using networks and online research, identify and qualify new sales leads.
- Handle Post sales queries through emails/chats/calls and train business owners about new products and services.
- Conducting Market Research using various channels like LinkedIn, ZoomInfo, Bloomberg etc.
- Follow up on any sales leads, clearly providing pertinent facts.
- Meet sales targets and KPIs on a weekly and monthly basis.
- Attending conferences, meetings, and industry events on behalf of the company.



Business Development Executive

Inventive Global Solutions

Jan 2019 - Aug 2019

- Gained experience and knowledge in digital / IT Sales & Marketing/presales/post sales/Lead Generation.
- Conducting Market Research using various channels like LinkedIn, Zoominfo, Bloomberg etc.
- Worked in an entirely dynamic and sales target-oriented environment.
- Earned business analytical skills for client project requirements understanding.
- Identified and pursued new business opportunities through market research and prospecting.
- Built and maintained relationships with clients, understanding their needs and providing tailored solutions.
- Negotiated contracts and closed sales, achieving revenue targets.



Research Analyst

Ziff Davis

May 2016 - Apr 2018

- Connected with Clients and Customers to get their requirements to provide better solutions.
- Analyze past results and perform variance analysis.
- Identify trends and make recommendations for improvements.
- Provide analysis of trends and forecasts and recommend actions for optimization.
- Identify and drive process improvements, including the creation of standard and ad-hoc reports.
- Use Excel functions to organize and analyze data.
- Create charts, graphs, and presentations for leadership teams.
- Develop recommendations to improve business operations going forward.

Education



Dr. Ambedkar College, Nagpur

Master of Business Administration, Marketing and Human Resource Management
2013 - 2015



Brihan Maharashtra College Of Commerce

Bachelor of Business Administration, BUSINESS, MANAGEMENT, MARKETING,
AND RELATED SUPPORT SERVICES
2008 - 2011

Skills

Zendesk • JIRA • Incident Management • Problem Management • ServiceNow • Salesforce • Tableau • SQL • Customer Support • Application/Product Support • Service Level Agreements (SLA) • Client Relations • Inside Sales • Client Services Management • Market Research • Microsoft Excel • Strategic Communications