

# PRANJALI VITTHALRAO DHALE

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Proactive and customer-focused Analyst with proven expertise in resolving complex technical issues, optimizing system uptime, and delivering seamless support experiences. Experienced in using ticketing systems, remote diagnostic tools, and root cause analysis to minimize downtime and boost operational efficiency. Known for achieving 98%+ customer satisfaction ratings.

## WORK EXPERIENCE:

### HCL Technologies, Nagpur

#### 1. Analyst

May 2025- Present

- Managed and resolved technical support tickets using ServiceNow, ensuring SLA compliance and maintaining clear, concise communication with end-users; optimized asset management and knowledge base utilization to enhance support efficiency.
- Resolved an average of 100+ technical support tickets per week, maintaining a 98% customer satisfaction rating.
- In-depth knowledge of O365, Windows OS / macOS and Active Directory, including user account management, group policies, permissions, and troubleshooting authentication and access issues.
- Delivered technical support across Windows, MacOS, and Linux platforms for over 1000+ users.

#### 2. Graduate Engineer Trainee

Nov 2023- March 2025

- Handled both non-technical and technical inquiries through phone, email, or ticketing system
- Delivered remote technical support leveraging Bomgar, Remote Desktop, and VPN tools, achieving first-call resolution for 80%+ of incidents across a geographically distributed workforce.
- Provided remote and onsite troubleshooting for hardware, software, and network issues, reducing downtime by 15%
- Managed the weekend shifts by analysing the Root Cause and troubleshoot the issue with System Admin rights and escalated the P1 and P2 tickets to Incident Management team.
- Provided technical support during a company-wide split into Western Digital and SanDisk company, assisting in account migration, access reconfiguration, and system updates across 2000+ users.

## PROJECTS:

1. **Title:** Arduino Based Digital Tachometer or RPM Counter (Mini project).  
A contactless measuring instrument which can measures the rotational speed of a rotary machine digitally.
2. **Title:** IoT Based Smart Helmet  
A Helmet which improves safety and provide additional features and functions for the wearer through the integration of sensors, wireless connectivity and microprocessors.

## EDUCATION:

1. Jawaharlal Darda Institute of Engineering and Technology, Yavatmal (BE E&TC)  
Bachelor of Engineering in Electronics and Telecommunication Engineering— 2019-2023  
CGPA: 8.57
2. Jawahar Navodaya Vidyalaya, Belora, Yavatmal  
Higher Secondary Education (CBSE Board) — 2018-2019  
Percentage: 76.2%

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## SKILLS:

- **Technical Support Tools:** ServiceNow, Active Directory, Bomgar, Remote Desktop Protocol (RDP), VPN  
**Operating Systems:** Windows 10/11, macOS  
**Programming/Scripting:** C, Python, MATLAB  
**IT Concepts:** Cybersecurity, Software Development Life Cycle (SDLC)  
**Productivity Tools:** Microsoft Office Suite (Word, Excel, Outlook)
- **Soft Skills:** Communication Skills, Problem solving, Collaboration, Adaptability, Time Management

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## CERTIFICATIONS:

- Introduction to Cybersecurity — Cisco Networking Academy
- Introduction to Cyber Ops — Cisco Networking Academy
- TCS ion Career Edge — Young Professional
- Global Desk Support Program (Fasttrack) — NIIT Foundation

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## CO-CURRICULAR ACTIVITIES:

- Workshop on “the implementation of internet of things”.
- Attended Workshop on “Industrial Automation” (PLC& SCADA).