MAYURESH SHELKE

msshelke@gmail.com

Mob no: +91 7387755533

OBJECTIVE

Ability to do work which helps in growth of my organization as well as mine in key aspect areas, dealing with software works in IT/BPO sector where I would love to work and then to step up progress for the job position.

TECHNICAL SKILLS

Programming Language:	Core Java, J2EE
Web Technologies:	HTML
Databases:	MS Access, MS SQL, Oracle 9i & 10g
Script Language:	Java Script, VB Script
Operating System:	Windows 98 /2000/XP/07
Others:	MS-Office

PROFESSIONAL QUALIFICATIONS

Graduation : B.E Computer Science and Engineering (2011) with 61.13%

College : G. H. Raisoni College of Engineering & Management, Pune

University : University of Pune

ACADEMIC RECORDS

- Diploma from Board of MSBTE Jaihind Comprehensive Educational Institute's, Junnar, Pune with 63.28% (2008)
- S.S.C fromBoard of MSBSHE H. K. GidwaniCosmopolitan English High School Mulund, Mumbai with 57.06% (2005)

ACADEMIC TRAINING

- ✓ Completed certification under CMC academy, a TATA enterprise and a subsidiary of Tata Consultancy Services (TCS) for Essential Diploma for Graduate Engineers(EDGE) course, specialization in JAVA.

PROFESSIONAL EXPERIENCE

1. Worked with Wipro BPO in partnership with Origin which is Australia's second largest Energy and Utility process from 31 July 2012 to 13 June 2014.
    - Process   : Origin
    - Account   : Electricity, Gas, Bulk hot water
    - Designation & duration   : Senior Associate for 22 months
    - Job role   : As a utility process we were responsible for back-end support where we identified customer details with unique POD for each customer. Installed electric meter, gas meter, bulk hot water meter, Copied reads from CRM as per three cycles i.e. Quarter, Bio-monthly, Monthly. Corrected reads if they were not plausible, estimated reads logically, entered reads, billed up-to-date and have sent invoice to the customer. For data verification of particular POD of electricity interacted with MDH elect, and for gas interacted with MDH gas applications. Removed blank time-slice from meter, if Origin is not FRMP or FRO then removed meter from site. Created final move-out from CRM when customer is lost.
    - Technical work   : Calculated OOC (Out of code adjustment), estimated reads for last 3-4 years, and interacted with CRM as well as application such as MSATS, MDH electricity and MDH gas.

2. Worked with Capita India Private Limited as Executive- Customer Services for n-power process which is one of leading power suppliers in the UK.
    - Process   : n-power
    - Account   : Electricity, Gas
    - Designation   : Executive- Customer Services
    - Job role   : Responsible for back-end support where we identified customer details with unique case no for each customer. Worked on pre-payment meter where customer recharges his account with help of key for electricity and with card for gas meter. Corrected reads to plausible as per previous available reads, entered reads, billed up-to-date and have sent invoice to the customer. Worked on multiple queues such as WP1, Plausibility and Meter exchange.

3. Worked with Convergys India Services Private Limited as Level 1 Technical Support Associate(Email and chat) for Dell process in DIVE and OPTILAT lob's with all necessary troubleshooting to isolate point of failures, and resolved the hardware and network related query to customer satisfaction, experienced with laptops and desktop systems.

4. Worked with Tech Mahindra India Private Limited as Customer relation advisor to Install Configure Windows desktop server, Work on Active Directory, DNS, DHCP, Microsoft Office 365, Creation and Deletion of user, Providing Group Access, LAN issue and hardware and network related issue.

ACADEMIC PROJECTS/SEMINARS

Project Name:	Botnet Identification
Description:	Completed Project "Botnet Identification" as a part of B. E for partial fulfillment of the requirement of University of Pune, for the award of the Degree of Bachelor of Computer Engineering (Computer Science) in 2010-2011 (This project comes in area Network Security. In this project we have developed distributed application which will identify bots before spreading it to whole network. So our project helps to protect corporate network from third party. We have developed this application in Java.)

NOTEWORTHY ACHIEVEMENTS

- Achieved Certificate of Appreciation for valuable contribution to the Origin and Wipro Partnership.
- Achieved Certificate for Participating in Microsoft Dream-Spark Event in VIT College of Pune in 2010.
- Achieved Certificate for Appreciation in Drawing Exam & Scholarship Exam during secondary level.

PERSONAL PROFILE

Name	:	Mayuresh Sunil Shelke
Date of Birth	:	2nd Sept, 1989
Father's name	:	Sunil Kisan Shelke
Sex	:	Male
Marital Status	:	Unmarried
Age	:	30
Languages Known	:	English, Hindi and Marathi
Nationality	:	Indian
Permanent Address	:	A-101, Shubharambh Society, Pawar wasti, Keshav Nagar road, Mundhwa, Pune – 411036

EXTRA CURRICULAR ACTIVITIES

- Participated for Online SAN Certification Exam in International Institute of Information Technology, Hinjewadi IT Park in 2010.
- Worked as an Event coordinator of Computer Students Association (CompSA) in our college from 2008-2009.
- Participated for State Level technical paper presentation on "Cyber Security Activity" at Jaihind Comprehensive Educational Institute's kuran, Junnar, Pune in 2008.

HOBBIES

- ➢ My hobbies include outdoor playing cricket & gardening, indoor carrom, water painting, listening songs, watching movies, discovery channel and surfing internet.

Date: 02/09/2019

Place: Pune   (Mayuresh Sunil Shelke)