

SAYALI S. KORADE

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Professional Summary

Detail-oriented L2 POS Engineer with 2.7 years of experience in the retail sector, supporting an international clothing brand operating in over 40 countries. Expertise In troubleshooting complex IT issues, ensuring smooth system operations, and providing exceptional customer service. Committed to proactive system maintenance and effective communication to enhance user satisfaction.

Education

Pune University - Jai Hind College of Engineering

Bachelor of Engineering in Electronics and Telecommunication

July 2021

Pune, Maharashtra

Pune University - Jai Hind College of Engineering

Diploma in Electronics and Telecommunication

May 2018

Pune, Maharashtra

Work Experience

Fujitsu India Pvt Ltd

March 2022 – Present

Assistant Technical Service Engineer

Pune, Maharashtra

- Troubleshoot and resolve complex IT issues to ensure seamless operations of POS system across multiple locations.
- Analyze and diagnose user reported technical issues, investigating root causes and implementing effective solutions.
- Execute routine maintenance tasks, including system, updates, patching, and configurations while proactively monitoring system performance.
- Maintain detailed records of incidents and troubleshooting resolutions in a knowledge base, enhancing team efficiency.
- Manage service requests for software installations, account management, access permissions and technical assistance.
- Deliver excellent customer service by keeping end-users informed about issue updates and effective communication resolutions.
- Monitoring continuously Queue and assigning task to everyone in a team.

Projects

BE Project / Python, Linux, Raspberry Pi

2021

- Designed and implemented IoT-based fire detection system using Raspberry Pi 2, OpenCV 3, and Python 3.4
- Developed camera-based fire detection, eliminating traditional sensors by processing continuous frames and detecting heat signatures through image processing
- Segmented the system into five modules, ensuring a comprehensive approach to fire detection and alerting
- Implemented color-based segmentation and fire pattern recognition, triggering an emergency mode for quick response
- Achieved remote monitoring with real-time alerts through multimedia messages, showcasing IoT innovation in fire safety

- Implemented an SMS-based notice board project utilizing Sim800 GSM module, interfaced with an Arduino port using AT commands for efficient communication
- Integrated a modem with a SIM card to establish a reliable SMS-based notice board system, enhancing communication and information dissemination
- Executed the project with a focus on simplicity and effectiveness, utilizing AT commands to interface the Sim800 GSM module with the Arduino port for seamless operation

Training

- Successfully completed training in ‘Ana Digi Corporation’
- Successfully completed training in ‘Pinto Electronics’ manufacturers of LED Amplifiers and speaker systems
- Completed training as a System Engineering Trainee from ‘New Wings IT Solutions’

Technical Skills

Languages: Python, C++, C, SQL (Theory), HTML, Basic Java

Developer Tools: VS Code, Eclipse,

Technologies/Frameworks: Cloud AWS, Redhat Linux, Shell Scripting, Windows and CCNA, Microsoft Azure, Amazon Ec2, Ci/Cd Pipelines, Docker, Amazon S3, Kubernetes, ITIL, AZ-104, AZ-900

Leadership / Extracurricular

- Participated in national conference on emerging trends in engineering and sciences (NCETES-JCON 2021)
- Captained the college Kho Kho and Cricket teams and won annual college championships.