

# KAJAL PATIL

## Project Engineer

To succeed in an environment of growth, excellence and seek with an opportunity to apply my knowledge and skills by adding value to the organization and my profile.

## CONTACT

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+91 9730395569

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## EXPERTISE

Microsoft Word, Excel,

PowerPoint

Technical Troubleshooting

Teamwork

Documentation

HTML5, CSS3

AEM

C & C++

## HOBBIES

Drawing  
Painting,  
Singing  
Playing games

## EDUCATION

### B.Tech - Mechanical

2018 - 2022

Annasaheb Dange College of Engineering and Technology.  
Shivaji University

## WORK EXPERIENCE

May 2022–August 2024

**Wipro Technologies | Pune, Maharashtra**

### S & P Global

#### Analyst L2

- Supported client on call to fix the issues faced by them after 0365 migration.
- Fixed the issues by taking remote control of client through Bomgar and Cisco call
- Closed all the issues within the given SLA.
- Always worked on incidents according to the given procedures and SOP,
- Created well documented SOP's for any new issues faced by the client.
- Worked on client's network/server/system/storage/OS Issues

### Intel

#### Author

- Working on AEM components, templates, workflows, and services
- Knowledge of Adobe Digital asset management.
- Understanding of JIRA workflow.
- Familiar with tools like Spell checker, Site improve.
- Ability to debug, troubleshoot issues, optimize performance, and ensure scalability in AEM applications.
- Maintaining clear technical documentation.
- Staying updated with the latest trends in AEM and related technologies.