DHIRAJ SAWANT

Service Desk Analyst | IT Support | Technical Troubleshooting
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PROFESSIONAL SUMMARY

Technically skilled professional with hands-on software development experience in Java, Spring Boot, and database-driven applications, transitioning into a Service Desk role. Strong background in debugging, root-cause analysis, and query optimization, with proven ability to troubleshoot production issues, communicate clearly with cross-functional teams, and resolve problems efficiently in Agile environments. Comfortable working across operating systems, tools, and ticketing workflows, with a solid foundation in networking-adjacent concepts (REST APIs, client-server architecture) and a strong customer-first, problem-solving mindset.

KEY SKILLS

IT Support & Troubleshooting: Issue diagnosis, root-cause analysis, debugging, code/query optimization, escalation handling, incident resolution

Technical: Java, SQL, MySQL, PostgreSQL, REST APIs, JSON, XML, Client-Server Architecture

Tools & Platforms: Eclipse, IntelliJ IDEA, VS Code, Git/GitHub, Postman, Jira, Windows OS

Process & Collaboration: Agile/Scrum, SDLC, cross-functional team collaboration, code review, documentation

Soft Skills: Clear verbal and written communication, problem solving, time management, adaptability, customer focus

PROFESSIONAL EXPERIENCE

Junior Software Engineer — Dec 2025 – Present
Cravita Technologies Pvt. Ltd., Pune, India

- Support debugging, code optimization, and database query tuning for enterprise-grade applications, resolving technical issues under time-sensitive conditions.
- Collaborate with cross-functional teams following Agile practices to diagnose, document, and resolve production issues.
- Contribute to backend development and REST API implementation, gaining hands-on exposure to system architecture and integration points relevant to end-user support.

Full Stack Java Training — Jul 2025 – Dec 2025
Fortune Cloud Technologies Pvt. Ltd., Pune, India

- Built and troubleshot end-to-end web applications, strengthening diagnostic and problem-solving skills across the full technology stack.
- Optimized SQL queries and database performance using MySQL and PostgreSQL.
- Practiced structured issue-resolution and debugging methodology across Core and Advanced Java concepts.

RELEVANT PROJECTS

Hotel Booking System — Java, Spring Boot, JSP, Hibernate, PostgreSQL, Bootstrap

- Built and supported a full-stack booking application, including an admin dashboard for managing rooms, bookings, and customer records — reflecting the kind of system monitoring and issue resolution required in a Service Desk role.
- Diagnosed and resolved data and availability-tracking issues to ensure accurate real-time booking information.

Homesteader – Smart Agriculture Platform — Java, Spring Boot, PostgreSQL, JavaScript, Bootstrap

- Developed and supported a user-facing platform, integrating multiple data sources and troubleshooting backend/API issues to keep recommendations accurate and reliable.

EDUCATION

Bachelor of Computer Applications (BCA) — ASC College, Sonai (2022 – 2025)

Higher Secondary Certificate (HSC) — Jijamata College, Bhenada (2019 – 2021)

Secondary School Certificate (SSC) — Jijamata Public School, Bhenada (2018 – 2019)

CERTIFICATIONS

Full Stack Java Development – Fortune Cloud Technologies