



Saurabh Godase

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Profile:

- Results-oriented IT professional with 2+ years in networking support, incident management, and customer service. SAP ABAP certified fresher with foundational knowledge in ABAP programming, including reports, data dictionary, and basic database operations. Skilled in troubleshooting, team coordination, and quick adaptation to enterprise tools like SAP for process optimization.

Technical Skills:

- **Networking:** Routing, Switching, Cisco/Alcatel Routers, HPSM, WSC Portal, Hardware Troubleshooting
- **SAP ABAP (Fresher Level):** REPORT programs, DATA declarations (TYPE C/I/STRING), WRITE statements, SELECT/INSERT/UPDATE database operations, control structures (IF-ELSE, LOOP, WHILE), basic ALV reports, internal tables
- **Other:** Microsoft Office Suite, Problem-Solving, Customer Handling, Quick Learning

Academic Credentials:

Sr.no	Course	Institution Name/University	Duration	Percentage
1	Bachelor of Business Administrator (Computer Application)	Pune University	2019 - 2021	67.04%
2	HSC	The Maharashtra State Board of Secondary and Higher Secondary Education.	Feb -2018	57.85%
3	SSC	The Maharashtra State Board of Secondary and Higher Secondary Education.	March-2015	60%

Professional Work Experience**1) Tata Communication Transformation services**

➤ **Designation - Associate Engineer** ➤

Duration – 13 Feb 2023 to 13 June 2024.

➤ **Responsibility: -**

- Support for Traffic shifting.
- Conceptual knowledge of Routing switching.
- Handling configuration queries and link deliveries.
- Handling customer Con-call, queries and critical issue.
- Handson WSC portal.
- Working on customer requirements and service Improvement.
- Taking End to End follow up on customer queries till resolution.
- Co-ordinating with service, delivery, circle and feasibility teams for service improvement.
- Co-ordinating with PAN India branch for initial level troubleshooting's and local level challenges.

2) Vodafone Idea Ltd.

(Payroll: indovision services)

➤ **Designation - Residential Engineer**

➤ **Duration – 14 June 2024 to 04 Nov 25.**

➤ **Responsibility: -**

- Live Incident management.
- Customer escalation handling.
- Working on HPSM.
- Hands on experience Cisco and Alcatel routers.
- Taking follow up with third party vendors.
- Troubleshooting of hardware devices and co-ordinate with the concern NOC Teams for restorations.

3) Startek services private limited.

➤ **Designation - Senior Associate Engineer** ➤

Duration – 05th Nov 2025 to till date.

➤ Responsibility: -

- Customer escalation handling and relation improvements.
- Conclude Joint call testing for customer queries and resolution.
- Working on different router along putty.
- Working on HPSM, putty, excel, sevone, OSM, ViPAM.
- Hands on experience Cisco and Alcatel routers.
- Rapidly follow taking follow up with VIL third party vendors for early resolution in isolation cases.
- Troubleshooting of hardware devices and coordinate with internal teams for early conclusions.
- Live Incident management.

SAP Training & Certification Details**SAP Focus Areas:**

- ⇒ Classical & Interactive Reporting (ALV Grid/List)
- ⇒ ABAP Dictionary Objects (Tables/Views/Structures)
- ⇒ Internal Tables & Modularisation Techniques
- ⇒ SELECTION-SCREEN handling & Events
- ⇒ Database Operations (OPEN SQL)
- ⇒ SAP Functional Knowledge: P2P, O2C processes
- ⇒ Tools: ABAP Workbench, SE80, SE38, SE11, SE16N, Debugger

STRENGTHS:

- Good communication and interpersonal skills
- Focused and confident with positive attitude
- Good team player
- Hard work is always promised
- Self-motivated

PERSONAL INFORMATION

Name : Saurabh Godase
Gender : Male
Marital Status : Single

Father's Name: Sandeep Bhimaji Godase

Date of Birth : 27th Aug 1999

Nationality : Indian

Languages Known : English, Hindi, and Marathi

Reference and Recommendation on Request

Date: 15th Feb 2026

Place: Pune

Sign: