

DHRUV VISHWAKARMA

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PROFILE

As an experienced GIS Analyst with 2 years of Industry exposure, I look forward to taking up a challenging role and making significant contributions in the overall growth of the Organization while adhering to the Values and Standards of the Organization.

WORK EXPERIENCE

Organization – Infosys Limited

Job Role – GIS Support Analyst (HelpDesk)

Duration – September 2019 to Present

Job Role & Responsibilities –

- Ensuring a seamless customer experience by assisting ESRI Product users in reaching their end expectations.
- Troubleshooting software usage issues by thorough analysis, identification of the root cause and appropriately documenting the resolutions.

Additional Responsibilities –

- Provide technical support for ArcGIS Desktop (ArcMap and ArcGIS Pro) and Portal directly to the users.
- Troubleshoot user issues and design solutions to ensure customer satisfaction.
- Communicate technical information clearly and concisely to the user.
- Testing software behavior and logging necessary bugs and enhancements and case maintenance through Service-Now CRM.
- Backend usage of services using Rest API for maps and features.
- Maintaining ArcGIS Servers and server sites for the client.

ACADEMIC HISTORY

Bachelor of Technology (Petroleum Engineering)	DIT University, Dehradun	6.48/10	2019
XII (C.B.S.E.)	Bal Bharti School, Bahadurgarh	73.4%	2015
X (C.B.S.E.)	Bal Bharti School, Bahadurgarh	8.6/10	2013

INTERNSHIPS

- ONGC, MEHSANA ASSET, GUJARAT May 2018 – June 2018
Drilling Services Operations
Learned about cementing operations along with directional drilling and fishing operations. Also visited drilling rig (M-750-2) and learned about other various operations.

- IOCL, TIKRIKALAN, DELHI May 2017 - June 2017
Safe Storage and Handling of POL Products
Learned about safe storage of petroleum, oil and lubricants and their products. Also, got to know about the handling techniques of POL products and fire protection systems.

ACADEMIC PROJECTS

- MAJOR PROJECT:
Formation of Novel Hydrogel for Filtration Loss Control
Preparation of a hydrogel using different types of additives to control the filtration loss during the process of drilling at shallow depth.
- MINOR PROJECT:
Experimental Investigation of Hydrogel in Drilling Fluid as Filtration Loss Control Agent
Researched about different types of hydrogels along with their pros and cons while searching for best filtration loss control agent.

CERTIFICATIONS AND ACHIEVEMENTS

- Certification - 'GIS Data Formats, Design and Quality' by University of California, Davis and offered through Coursera.
- Certification - 'Getting Started with GIS' by ESRI
- Certification - 'Python for Everyone' by ESRI
- Certification - 'Fundamentals of GIS' by University of California, Davis and offered through Coursera.
- Certification - IWCF (International well control forum) Level 1 programme.
- Received an Insta Award for my extra contributions towards the deliverables.

SKILLS

- ArcGIS Desktop 10.5.1, MS Office Suite
- Basics in C, C++, Python, SQL Query
- Specialized knowledge in Drilling Operations and Upstream processes.
- Comprehensive problem solving abilities.