ABHIJEET SINGH

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# Summary

As a recent graduate seeking to establish a career in Quality Assurance, I am eager to leverage my academic background, theoretical knowledge, and practical skills to contribute positively to a dynamic organization's quality management processes. Seeking an entry-level position where I can apply my passion for ensuring product excellence and continuous improvement

# Education

**MCA**

**GITA , Bhubaneswar 2016-2019**

**BCA**

**U.N Auto. College 2013**

# Work Experience

Company: Vatanix Solutions PVT Ltd

Payroll company:- Skylink It solutions

DESIGNATION: Service Desk

DURATION: October 2021 to till date

# Roles & Responsibilties:-

* Woking on incident management and adhere the SLA matrices
* Proactiveness on high priority issues.
* Responsible for handling all incidents like P1,P2,P3,P4
* Working with service now ticketing toll.
* Coordination with various technical teams as and when required.
* Incident reporting on pending and escalated issues.
* Determined urgency call and scheduled to appropriate engineer.
* Escalated urgent service needs to management.
* Provided training to engineers as needed.
* Maintain Report to the Excel sheet.
* Handling user calls and creating new user tickets as per the user query.
* Responsible for maintaining SLA record (monthly, weekly, yearly).
* Responsible for password reset for users
* Troubleshooting printer related issues
* Working on outlook related issues
* Troubleshooting frequent account lockout issues