

Akash Deep

To Seek a position Where I Can effectively contribute my skill by applying my knowledge and to synchronize my personal growth with the organization.



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TECHNICAL SKILLS

Service-now Management

Ms Word

Ms Excel

Incident management

Technical Support

SQL

HTML

CSS

Javascript

Linux Server Management

Windows Server
Management

LANGUAGE

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Cricket

Bandminton

Travelling

WORK EXPERIENCE

Senior Assistant Delivery Coordinator- Analyst

DXC Technology

11/2021 - 06/2023

Chennai/Remote

Achievements/Tasks

- ▣ **Delivered** all assignment work within quality standards and on time, often **within tight deadlines**.
- ▣ Proven ability to learn quickly and adapt to new process/tools.
- ▣ Managing **Service now incident management tools**.
- ▣ Managing all **Windows** and **Linux** servers and provide solution related to the technical issue to the end user .
- ▣ Managing service now incident and deliver technical support **without breaking the SLA**
- ▣ identified and fixed the **business-impacting** vulnerabilities and got appreciation from client.
- ▣ Discuss / Highlight the accomplishments and Escalations in Regular Weekly Meetings.
- ▣ Allocating jobs and workloads to individual team members based on their ability.
- ▣ Do general technical trouble shooting and give consultant to the development team.
- ▣ Utilize SMAX/SNOW tool to track deployed assets.

Application Used

Dxc Technology

Achievements/Tasks

- ▣ SNOW(**ServiceNow**)
- ▣ HPAM(HP Asset Manager) & HPSM(HP Service Manager)
- ▣ Other Tools(Directory Work and Asset Propels)

PERSONAL PROJECTS

Online Examination portal

- ▣ Technologies:-HTML,CSS, JS,PHP
- ▣ Database: MySql
- ▣ Server:- Xampp Server

EDUCATION

Master in computer Application

Lovely Professional University

09/2022 - 08/2024

Punjab

Bachelor in Computer Application

Gossner College Ranchi

08/2017 - 11/2020

Ranchi

COURSEWORK

UNDERGRADUATE

Object-oriented programming | Computer Network | Operation System | Software Engineering | Database Management System | Data structure and Algorithms | Web Technologies | Programming in Java | Cloud Computing |

CERTIFICATES

TCS ion Digital Zone

Digital Marketing in Google Garage

Build modern responsive websites & UIs with HTML5, CSS3 & Sass! Learn Flex & CSS Grid