Aakanksha Pathak

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OBJECTIVE

An enthusiastic and result-oriented professional seeking a Co-op position to exhibit communication, problem-solving, and organizational skills for facilitating and articulating change that maximizes the value delivered.

HIGHLIGHTS OF QUALIFICATION

- 4+ years of experience in analyzing, diagnosing, and resolving the underlying cause of the issue using system management tools ensuring availability.
- Effortlessly collaborated with teammates to make strategic decisions for solving problems, and documenting in Service Now, to achieve successful end-to-end delivery of the product.
- Exhibited excellent communication skills while delivering high-quality customer service through calls, chats, and emails thereby contributing to increased customer satisfaction.
- Illustrate the knowledge of Business Analysis attained during the course through project work for process enhancement.
- Oriented 5 to 10 recruits within the team to get them accustomed to the responsibilities of the role and the tools to use for the job.
- Received appreciation from the Project Manager for being a dedicated, reliable, and responsible team member and for multi-tasking between two roles.

TECHNICAL SKILLS

Tools: MS Visio, MS Word, MS PowerPoint, MS Excel, MS Visual Basic, UI Path.
Diagramming Tools: Lucid Charts, Visual Paradigm.
Wireframing/Prototyping Tool: Balsamiq, Figma.
Visualization Tool: Tableau, Power Bi.
Programming Language: R, Python.

CERTIFICATIONS

- Microsoft Certified AI Fundamentals   **Sep 2021**
- Microsoft Certified Azure Data Fundamentals   **Aug 2021**
- Microsoft Certified Azure Fundamentals   **Jul 2021**
- ITIL Foundation Certificate in IT Service Management ITIL 4   **Jul 2019**
- Certificate of Excellence by IBM – Service Level Excellence   **Oct 2018 & Mar 2018**

EDUCATION

Information System Business Analysis, Graduate Certificate   **Jan 2022 – Dec 2022**
George Brown College, Toronto, Ontario
GPA: 3.91

Bachelor of Engineering, Electrical and Electronics   **Aug 2013 – Jul 2017**
Acharya Institute of Technology, Bangalore, Karnataka, India

PROJECT WORK

Student Concern Resolution Process Enhancement   **April 2022**

- Applied the process of eliciting requirements, gathering requirements, performing document analysis, and conducting research to understand the current state of the process.
- Utilized the knowledge about business process diagrams such as Value Proposition Model, BPMN model, UML, Use Case Diagrams, and Business Context Diagram using tools like MS Visio, MS Word, MS PowerPoint, Lucid Charts, and Visual Paradigm.
- Created personas, constructed POV & HMW statements, and designed Task Flows,
- Performed prototyping, wireframing, and usability testing with the help of tools such as Optimal Workshop, Balsamiq, Figma, and MS Word.
- Demonstrated the understanding of Project Knowledge Area, Process Groups, Project Life Cycle, Networks Diagrams, Earned Value Analysis, and Agile approach through tools like JIRA and Excel for Project Management.

PROFESSIONAL EXPERIENCE

System Administrator   **Mar 2020 – Jan 2022**
IBM India Pvt Ltd / Kyndryl

- Operated, maintained, configured, and monitored operating system while providing platform support ensuring optimal performance and 100% availability of system and tools.
- Researched, analyzed, and documented system data on Service Now to determine improvements and new ways for an efficient and profitable process for the project.
- Ensured digital security and effective communication are maintained during downtown and business as usual.
- Resolved 5 to 10 Service Now incidents per shift thereby reducing the incidents count by 50% for the day and remaining as the top 3 team members for resolving the highest number of incidents per month.
- Trained 5 to 10 new hires and increased their preparedness, by familiarizing them with the tools, and ensuring 100% use of resources.

Technical Support Associate   **Oct 2017 – Feb 2020**
IBM India Pvt Ltd / Kyndryl

- Troubleshoot system and network problems, diagnosed and solved hardware or software faults, while documenting and raising requests through Service Now and Remedy.
- Identified problems, advising on potential solutions and their implementation related to the client's internal applications via calls, chats, or emails.
- Assisted with installation, update, configuration, and application operation, ensuring its accessibility.
- Solved customer issues without engaging L2/L3 and increased customer resolution time by 80%.
- Coached 10 new hires on the internal and external applications used for attaining 100% customer satisfaction.