

ANURADHA GUPTA

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EXPERIENCE

Support Engineer | Intersoft Data Labs, Gurgaon

Oct 2021 - Nov 2022

- Diagnose and troubleshoot technical issues, basic network, VPN, Active Directory, Windows, Outlook, Teams, Citrix, VDI, Security App etc. over Remote Support and Servers issues.
- Having Knowledge of server and production monitoring, troubleshooting the issues/Tickets within a defined SLA in a highly dynamic 24x7 environment.
- Worked on Incident Management, Problem Management & Change Management.
- Prioritize and manager several open issues at one time.
- Talk to clients Through a series of actions, either vie phone or email, and can take remote control into system until they've solved the technical issue
- Process monitoring and alert management.
- Resolved incidents and business queries/ service requests.
- Monitoring of tickets and providing an update to customers

Technical Support Engineer L1 | Maintec Technologies Pvt. Ltd., Noida

Jan 2021 - July 2021

- Monitored and Maintained Networks With the help of service level management tool.
- Worked with Control-M scheduler and create new jobs in Control-M on windows.
- Used Service Now for all scheduling requests for Production, incidents, and Problem tickets.
- Consistently completed the highest volume of trouble tickets, with the goal of meeting service level agreements (SLA).

Projects

STeaDoFooDS - Ecommerce Application

- Customize meals, add to cart and proceed seamlessly. One-click checkout simplifies the entire process.
- MongoDB Atlas ensures secure order storage. React frontend offers a visually dynamic menu. Additional features include search.
- FAQs and order history, Fortified signup/login with Express validator, JWT tokens and bcrypt.js prioritizes data integrity & confidentiality for a safe and personalized user experience.

EDUCATION

Maharana Pratap College of Technology (MPCT), Gwalior

Bachelor of Technology, Computer Science

CGPA: 7.8

Dec 2016 – Jul 2020

ADDITIONAL INFORMATION

- Technical Skills: JavaScript, HTML, CSS, React JS, Node JS, MySQL, MongoDB, Python.
- Hobbies/Achievements: Music, Cooking, Studying.