Abhishek Verma

Senior Analyst

4 Years 0 Month | (+91) 7380346449 | abhishekvermapr@gmail.com

Key skills

- Nexthink
- PowerShell Scripting
- Monitoring Tools
- Systrack
- Nexthink Infinity
- Digital Transformation
- Chatbot
- User Experience Design
- Service Improvement

Personal Information

City **Lucknow**

Country **INDIA**

Languages

- English
- Hindi

Profile Summary

Seasoned professional responsible for tool monitoring, automation testing, and client interactions. Proficient in governance, data analytics, and tool training. Acknowledged for outstanding performance and achievements.

Education

BCA, 2024

Sastra University

12th, 2019

CBSE, English

10th, 2017

CBSE, English

Work Experience

Aug 2020 – Jun 2022

Analyst

HCLTech

1. Utilize diverse tools for data management, generating reports, and creating visualizations to effectively communicate insights to stakeholders.

2. Identify areas for improvement, make recommendations, and

troubleshoot systems to enhance business performance and increase efficiency.

3. Proactively create tickets and engage in communication with clients to understand requirements, participate in

meetings, and address user issues promptly.

4. Identify automation opportunities to streamline processes, improve efficiency, and drive productivity gains

Certification

- TechBee - HCL' Early Career Program(2019-2020)
- Nexthink Certified
- Systrack Certified
- Lucy Chat-Bot
- Control-Up (In Progress)

Jul 2022 - Present

Senior Analyst

HCLTech

In my current role I am responsible for end-to-end solutioning support in end user monitoring through Nexthink/Infinity/Chatbot tools. Eventually to improve/maintain the health of end user devices and ensure enhance the users experience through the different modules of the tools. My key responsibilities include:
1. Ensuring Customer satisfaction
 2. Responsible to drive weekly/fortnight/MBR/QBR customer service review calls to present the
status of operational activities
3. Providing training on monitoring tool usage and functionalities.
5. Responsible for presenting quarterly value realizations from the tool & automation.
6. Responsible for maintaining overall good score and health for all the end points.
7. Successfully completed the migration of Nexthink from on premise to hybrid SaaS.
8. Responsible for the infra housekeep and regular sanity checks for the tool.
9. Roadmap based driven approach to provide solutions to the customer, basis TCD and new feature roll out.
10. Responsible for Dashboard development, creating investigation, metrices, Services, Alerts as per customer requirement.
11. Drives operations with the out of the box mindset and develops a custom solution basis the need.