



Akash Tripathi

Senior Analyst

PROFILE SUMMARY

Overseeing the environment and 34k end points for a US-based manufacturing enterprise. Multi-environment experience with Nexthink, including hybrid SaaS and on-premise V6.x infrastructure. In charge of preserving a healthy overall score and all endpoints. The transition of Nexthink from on-premises to hybrid SaaS was successfully finished. In charge of maintaining the infrastructure and doing routine sanity tests on the instrument. A customer-focused strategy led by a roadmap that is based on TCD and the rollout of new features. To consistently pinpoint environmental service enhancements and develop a business case for client assessment. Successfully fixed problems with Update AV(Windows Defender), low disk space, Devices Not Rebooted for several days, High Logon Duration and multiple application crash issue.

PERSONAL INFORMATION

✉ Email
akashtripathiak47lko@gmail.com

☎ Mobile
(+91) 8303747253

📅 Total work experience
4 Years 0 Month

KEY SKILLS

Powershell Scripting

Chatbot

Digital Transformation

Nexthink Infinity

Digital Experience

Power BI

Systrack

Nexthink

End User Computing

OTHER PERSONAL DETAILS

City Lucknow

Country INDIA

LANGUAGES

- English

EDUCATION

2024	○	BCA Sastra University
2019	○	XIIth English
2017	○	Xth English

WORK EXPERIENCE

- Hindi

Jul 2022 -
Present

Senior Analyst

HCLTech

I am currently in charge of providing end-to-end solutioning support for end user monitoring using the Chatbot, Infinity, and Nexthink technologies. In the end, to maintain or improve the condition of end-user devices and guarantee that the various tool modules increase the user experience. My main duties consist of: 1. Ensuring client contentment 2. In charge of leading customer service review calls on a weekly, fortnightly, MBR, and QBR basis to convey the state of operational operations 3. Offering instruction on the functions and use of monitoring tools. 5. In charge of showcasing the tool's and automation's quarterly value realizations. 6. In charge of preserving a healthy overall score and all endpoints. 7. The transition of Nexthink from on-premises to hybrid SaaS was successfully finished. 8. In charge of maintaining the infrastructure and doing routine sanity tests on the instrument. 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.

Aug 2020 - Jun
2022

Analyst

HCLTech

1. Make good use of a variety of tools for managing data, producing reports, and designing visualizations in order to convey insights to stakeholders. 2. In order to improve corporate performance and boost efficiency, pinpoint problem areas, offer suggestions, and debug systems. 3. Proactively open tickets and communicate with clients to learn about their needs, take part in meetings, and quickly resolve user difficulties. 4. Look for ways to automate tasks to improve workflow.

INTERNSHIP

1846 Days

HCLTech

Projects

1430 Days

Tools operations

End user computing

366 Days

TechBee

I was trained for 6 months on several technologies like networking, SQL, email writing, Linus etc and after that got certifies on nexthink tool and got hand on on the same.

COURSES & CERTIFICATIONS

- Nexthink Masters
- Nexthink support
- Systrack
- EDX Basics of Cloud Computing