**Aparna Dey**

Bangalore

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+91 9304305865

**Summary**

Seeking a challenging and Responsible position to utilize my creative skills in the Information Technology industry for support and maintenance that offers professional growth while being innovative and flexible.

**Experience**

**1. Sr. Technical Operation Executive December 2018 to Till Date.**

**Infosys BPM Ltd. – Bangalore, Karnataka Robotics Process Automation Support**

**Task & Responsibilities:**

* Raise Incident for Exceptional tickets which are present in Blue Prism Robotics Process Automation tool.
* Daily administration of the Blue Prism live environment (Running process, maintaining resource BOT’s Automation) and submit daily checked report and job-run status to the project leads.
* Support the day to day running activity of Blue Prism process to make sure Monitoring, Scheduling and running the Blue Prism process.
* Daily Communicating the Application tickets data to the Operational team to avoid SLA breach.
* Creating and make documented multiple application ticket status details twice in a week.
* Connected to Developer team for Automation BOT running and stop purpose.
* Need to attend client OPS calls Daily.
* Given Knowledge transfer (KT) to the new joiners.
* Sharing tickets and session Logs to the L3 team for investigation purpose.
* Solve network Troubleshooting problem.

**Skill:**

* Good Communication Skills.
* MS Office(Word, Excel, Power point).
* SQL, database and HTML.

**Education and Training:**

**Academics:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree** | **Year** | **University** | **School/College** **Name** | **Percentage(%)** |
| **BCA** | **2018** | Maulana Abul Kalam  Azad University Of  Technology, West  Bengal | Bengal College of  Engineering and technology | 64 |
| **12th** | **2015** | West Bengal Council  Of Higher Secondary  Education, West  Bengal | Bidhan Chandra  Institution. | 59 |
| **10th** | **2013** | Indian Certificate  School Examination,  Patna | Lohia Nagar Mount  Carmel High School | 53.67 |

**Personal Information:**

* Date of Birth: 04th September 1997.
* Languages Known: Hindi, English and Bengali.
* Hobbies: Listening Music and cooking.

**Declaration**

I hereby declare that above information provided by me is correct and accurate.

**Place**: Bangalore

Date: \_\_\_\_\_\_\_\_\_\_\_ (**Aparna Dey**)