Inderjeet Singh

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# Summary

A detail-oriented and proactive Support Analyst with over 3 years of experience providing technical and operational support in a fast-paced environment. Used tools like **Jira**, **ServiceNow**, **SAP**, and **Excel** to manage and resolve service tickets, and support business operations. Adept at diagnosing and resolving system issues, tracking service requests, and optimizing support processes to improve team efficiency and customer satisfaction.

# Experience

## Capgemini Technology Services | Senior Analyst – July 2021 to Present

## Gurugram

## Managed and tracked service requests and incidents using ServiceNow, ensuring issues were resolved within SLA requirements and escalating when necessary.

## Utilized Jira to monitor progress on assigned service tickets, ensuring thorough updates, accurate reporting, and timely resolution.

## Provided support for SAP user issues related to the SAP MM (Material Management) and SAP SD (Sales and Distribution) modules, troubleshooting and resolving system errors.

## Maintained detailed reports and performance metrics for internal stakeholders using Excel, creating custom dashboards and pivot tables to provide clear insights.

## Increased customer satisfaction by improving communication and reporting accuracy, ensuring a quicker response time.

## Regularly generated Excel reports to analyze support case data, tracking recurring issues and generating insights for process optimization.

* Created spreadsheets using Microsoft Excel for daily, weekly, and monthly reporting.
* Created pivot tables with calculated values and fields, and learned to sort, filter, group, and aggregate data.
* Have experience working with Python and it’s libraries such as Pandas and NumPy.
* Gained strong interpersonal skills with the ability to interact and communicate effectively at all levels.

# Technical Skills:

* + Project Management & Ticketing: Jira, ServiceNow and SAP.
  + Programming Languages: Python (Pandas, NumPy)
  + Spreadsheet Tool: Microsoft Excel (Pivot Tables, VLOOKUP, XLOOKUP, Filtering, Sorting)
  + MS Office : Word, Outlook.

# Certifications:

* Certification in Core Python.
* Certification in Excel: Business Essentials
* Certification in Excel: Data Analysis with Pivot Tables

# Project:

**Client 1: SATO ( Europe )**

SATO is a leading provider of Auto-ID and labelling solutions, specializing in technologies such as barcode and RFID.

SATO's solutions cater to diverse industries, including healthcare, transport and logistics, retail, restaurants, food industry,

automotive, and manufacturing

* Managing service requests or incidents through ServiceNow (ServiceNow) by creating, updating, and closing tickets based on customer issues or tasks.

Generating reports based on customer data using SAP software for business and operational analysis.

Coursework:

* + Communication Strategies for the Virtual Age
  + Ask questions to make data-driven decisions.

# Academic Qualifications

* Passed **BCA** in 2020 from **University of Kumaon** with a percentage of **67%.**
* Passed **HSC** in 2017 from the **CBSE** board with a percentage of **58%.**
* Passed **SSC** in 2015 from the **CBSE** with a percentage of **64%.**