

# CURRICULUM VITAE

**Name : Karthik Acharya**

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## CAREER OBJECTIVE

To become an effective professional in an organization where I can gain hands-on experience while also contributing my knowledge, skills for the growth and development of the organization in addition to my career development with a dynamic organization where the company will be professionally and personally satisfied with my services and my skills will be fully utilized.

## PROFESSIONAL EXPERIENCE

**Company : TATA Consultancy Services Ltd (TCS)**

**Project :** Manulife Fin. Corp

**Application :** ServiceNow, RSA Console, AD Console, JAVA, Procurement

**Job Role :** IT Analyst

**Period :** JAN 2022 to Still Now Working

Responsibilities-

- Providing RSA-VPN Soft token by getting Device ID/Binding ID from user , we help them to login to console by creating QR code and Sdtid file
- Responsible for monitoring and responding to open tickets submitted through an incident management system
- Prioritize and handle service requests and incidents
- Identify opportunities for process improvement and contribute to departmental initiatives
- Responsible for improving and documenting the technical processes around application support (RSA console)
- End-User Support , managing Team, coaching and mentoring, reports and data analysis skills, also
- knowledgeable using ServiceNow tool.
- Currently Overseen 3rd party resources and ensure their deliverables are meet on a daily operation.
- Work collaboratively with Account Managers on change requests, managing issues and establishing priorities
- Consistently exceeded service level agreements through accurate and efficient service delivery.
- Kept detailed records of new installations and related licenses.
- Resolved service user requests within target timeframes.

## TECHNICAL SKILL

Languages : C++, ASP.net, JAVA, C# (basic), SQL, HTML C

## EDUCATIONAL QUALIFICATION

Degree	Institution	Marks Obtained	Passed out Year
BCA- Bachelor of Computer Application	Milagres college, Kallainpur - Mangalore University	71%	2021
Pre-University (PCMCs)	Viveka PU College, Kota	77%	2018
SSLC	Govt High school, Karje	87%	2016

## INTERNSHIP PROJECT

### Online Mobile shopping

Description:- Shopping cart Web application with RDBMS.

Software Requirements :- Fronted: Microsoft visual studio 2019 with ASP.net

Backend: Microsoft SQL server 2019

Outcome : knowledge about web designing and implementing the VB

## PERSONAL DETAILS

Date of birth : 4<sup>th</sup> Nov 2000

Gender : Male

Nationality : Indian

Marital status : Single

Languages known : English, Kannada, Hindi, Tulu

Hobbies : Reading, Trekking, Drawing, listening music,

## PERSONAL STRENGTHS

- Sufficiently organized and dedicated with a positive attitude.
- Good grasping skills as well as the skill of SELF – LEARNING.
- Self – motivated and willingness to learn.
- Smart worker, Flexible and Good Team Worker.
- Sincere with my work.
- Maintain the skills and competencies of personnel.

## DECLARATION

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.