


Emp ID: 2195029 Email: Ayush.Bisen@cognizant.com Mob: 9424825166	Ayush Bisen	
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Experience/ Professional Summary

A technology oriented professional with around 1.2 year of experience in IT Service Management (Incident/Service request)

- Experience of ITSM (IT Service Management) within an IT function.
- Familiar with the ticketing tool (Service Now).
- Exhibiting strong analytical skills, applying a logical approach to problem-solving and troubleshooting.
- Working in a team environment, collaborating with cross-functional teams to resolve technical problems in a timely and effective manner
- Hands on experience in Job Scheduling tool (Control-M and Informatica).
- Excellent communication and Interpersonal skills suitable for a diverse audience, with the ability to communicate in a positive, friendly, and effective manner with technical or non-technical users.
- Process minded, accountable, proactive, and agile.
- Ability to identify and escalate risks, issues, and actions.

Certifications

ITIL V4 Foundation
SQL for Data Analytics
Google Data Analytics

Education

Title of the Degree with Branch	College/University	Year of Passing
Bachelor of Technology in Civil Engineering	Lakshmi Narain College of Technology - [LNCT], Bhopal	2021

Technical Skills	
Operating Systems	Windows 10, Windows 11, Linux, MacOS
Database Tools	Basic knowledge MySQL
Other tools	ITIL (Incident and Service Request Management) Service Now, Control-M, Informatica

Skills	Basics of JAVA, Ms Excel, HTML, CSS
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Relevant Project Experience

1. Organization: Cognizant Technology Solutions

Project # 1

Project	Alcon AMS Application Support
Client	Alcon
Operating System	Windows 10 and windows 11
Tools	ITIL (Incident and Service Request Management) Service Now, Control-M, Informatica.
Team Size	12
Role	Senior System Engineer
Period	Aug 2022 - May 2023

Project Description

Application Support: Incident and Service Request Management

Role and Responsibilities

- Analyze and troubleshoot technical issues related to infrastructure
- Regularly interacted with users to analyze and resolve the system errors, Workflow errors and permissions issues.
- Providing technical support to clients on various IT issues and give applications access to users.
- Ensure all the issues are properly logged including prioritizing and managing several issues at one time.
- Collaborated with cross-functional teams to identify and resolve technical problems in a timely manner.
- Maintained a high level of customer service and satisfaction by ensuring the timely resolution of issues.
- Monitor Job Scheduling tool (Control-M and Informatica).
- Following up with clients to ensure their IT systems are fully functional after troubleshooting and raising incidents.
- Ensure that the SLA is not breached.
- Team Management
- People Management