Deepshikha Pandey

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BANGALORE, KARNATAKA

Summary

Business Information Technology Operations Analyst with demonstrated experience in shifting business needs and priorities in systematic and effective way. Knowledge on various domains such as Business Analysis using Agile methodology and Incident Management, Application Support, Access Management using various enterprise tools thereby formulating process enabled by IT tools looking for constant change and smooth flow of IT Infrastructure services.

Experience

Network Operations Consultant

Tech Mahindra • Bangalore, Karnataka
06/2022 - Present
Analyzed, prioritized, researched and solved IT problems to achieve complete resolution for customers with minimal productivity loss.

Extensive knowledge and experience in SDLC.

Updated software versions with patches and new installations to close security loopholes and protect users.

Managing the end to end life cycle of an incident (P1 ,P2, P3, P4) with Root Cause Analysis to diagnose the problem.

Taking ownership and following ups for Incident and Request closure within specified SLA.

Engaging with BA along with onsite system architect to understand business requirement and develop solution design of business model under the guidance of Business Analyst after office hours.

Responsible for monitoring of defects using Jira and Service Now.

Technical Consultant

Hewlett Packard Enterprise | HPE • Bangalore, Karnataka
11/2021 - 06/2022
Working on Proliant Apollo, ML and DL servers.

Supporting several business which are using Proliant servers across the globe.

Responsible for customer queries by researching status from their servers & expedites aligning significant help to stop impacting it to businesses.

Network Engineer

Accenture • Bangalore, Karnataka
08/2019 - 06/2021
Actively working on Citrix servers to complete the various IP/TCP orders.

Managing Customer order activity through the order fulfillment cycle.

Special Competence in particular areas of order management.

Business Development Associate

DocsApp • Bangalore, Karnataka
01/2019 - 08/2019
Counseling clients and services available and selling best suited products.

Call, Follow-ups & conversion of new & existing queries by proactively calling & answering to clients.
Contributed to team efforts by accomplishing related results as needed.

Skills

Agile, SDLC, Jira, Confluence, Citrix, Network Security, Microsoft Suite, Proliant Servers, SQL, PowerBI

Education

B.Tech CSE

SIT • Siliguri, West Bengal
05/2018
CGPA - 8

Languages

English, Hindi

Awards

Encore Awards in Accenture for best performance., Consistent best employee of the month in DocsApp.