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RAHUL SARAN JAGGA ⭐ Featured

Member -Technical Staff seeking roles in Salesforce Admin, Product Support, Incident Management,Service Delivery Management,Release Management,Process Improvement,Profitability Analysis,Service Management,Workflow Analysis,Core Java,JIRA,SQL.

Current Designation: Member -Technical Staff

Current Company: HCL Technologies

Current Location: Ghaziabad

Pref. Location: Bengaluru / Bangalore,Delhi / NCR,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Total Experience: 4 Year(s) 3 Month(s)

Notice Period: 1 Month

Highest Degree: B.Com [Core JAVA,SQL,HTML]

Key Skills: member-technical staff,tech support engineer,application support,product support,incident management,service delivery management,release management,process improvement,service management,core java,jira,sql,salesforce,salesforce crm,Administration,CRM

Verified : 📞 Phone Number | Email - id

Last Active: 22-Jan-21   Last Modified: 22-Jan-21

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Summary

* Result-driven professional offering 4 years of experience
* Highly successful in meeting & setting KPI & SLA targets; excellence in managing end-to-end service management operations with focus on quality deliverables within specified service norms
* Resourceful in designing reports and dashboards by means of configuration/ point-and-click tools available in Salesforce; support and new solutions to drive business processes in Salesforce that are secure and scalable including: Workflow Rules and Validation Rules, custom fields, page layouts, custom objects handle all basic administrative functions
* Analyzing escalations received from the L1 team and passing them to the Development Team for the further course of action
* Effectively managing client relationships; maintaining quality service for all clients and expanding existing relationships

Work Experience

🔘 **HCL Technologies** as Member -Technical Staff
May 2016 to Till Date

Key Result Areas:

* Effectively executing and driving continuous improvement for IT Change Management
* Implementing policy, procedures and standards to ensure consistent, high quality delivery of services
* Carrying out recommended updates to the service lifecycle including patching, point releases and major upgrades
* Using incident and outage trend data to recommend technology or process changes to improve stability and reliability of service
* Ensuring all schedules, milestones, transition planning, documentation, processing, disposition & implementation of proposed & approved changes are in accordance with requirements
* Drafting reports on incidents, service requests, status and change management
* Administering enterprise infrastructure management incidents, problem tickets, service requests & change requests
* Collaborating with Testers, Developers and Onshore team for faster resolution of environment issues
* Monitoring troubleshooting of application errors/service inclusive of after-hours and weekends (on-call)
* Extending production support by managing applications and coordinating with clients
* Steering the assigned operations pertaining to Access Management and SLA Management within norms
* Providing support in raising incidents, resolving issues and monitoring incidents to sustain client satisfaction
* Assuring timely escalation of issues within the stipulated monitoring and resolution process

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Education

UG: B.Com (Core JAVA,SQL,HTML) from Ch Charan Singh University (CCSU), Meerut in 2015

B.Sc. B.Sc. (Core Java, SQL, HTML) from Ch. Charan Singh University (CCSU), Meerut in 2018

Other Qualifications/Certifications/Programs:
Software Engineering

IT Skills

Skill Name	Version	Last Used	Experience
Core Java, Salesforce admin, Splunk			
SQL Server, Eclipse, NetBeans			
Splunk, Omniture, Quantum Metric			
WUDBVIEW, JIRA, Ascent			
Service now			
SALESFORCE		2020	2 Year(s) 1 Month(s)
SALESFORCE CRM		2020	2 Year(s) 1 Month(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**