

# RAUSHAN KUMAR

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## PROFESSIONAL SUMMARY

Motivated MCA graduate with 1.6 years of professional experience in data handling and process operations at Genpact Pvt. Ltd. Skilled in managing workflows across multiple queues following defined SOPs. Strong understanding of IT systems, troubleshooting, and documentation. Eager to apply technical knowledge, analytical skills, and adaptability in an IT operations or technical support role.

## WORK EXPERIENCE

### Genpact Pvt. Ltd. ( Ahmedabad)

March 2024 - Present

#### Process Associate

- Handled data operations and process tasks as per standard operating procedures (SOPs).
- Collaborated with cross-functional teams to troubleshoot process-level issues.
- Worked across multiple queues ensuring timely resolution and accuracy.
- Maintained reports and documentation for daily performance tracking.

## EDUCATION

### Master of Computer Applications (MCA)

Uttaranchal University, Dehradun (2023–2025)

CGPA: 8.04

### Bachelor of Computer Applications (BCA)

Amritsar College of Engineering & Technology (2020–2023)

CGPA: 8.41

I.Sc (Mathematics) – M.L.S.M College, Darbhanga (2017–2019)

## SKILLS

- Optimize with AI
- IT Operations & Support
- Incident Management
- Problem Solving skills
- Java, PHP, HTML, CSS
- Communication & Team Collaboration
- Data Handling & Process Analysis
- Ms office

## Academic Project

School Management System | Java, MySQL, HTML, CSS, JSP/Servlets

Designed and developed a multi-user web-based application for school administration.

Modules: Admin Login, Student & Teacher Management, Attendance,

## Language Known

- English
- Hindi