



# Saurabh Kumar Arya

## Analyst

### My Contact

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- ✉ saurabharya529@gmail.com
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- 📍 Lucknow, Uttar Pradesh, India
- 🌐 Saurabh Kumar Arya | LinkedIn

### Hard Skill

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- Python
- Django
- My SQL
- Front-End
- Angular
- Service Now
- Assyst

### Soft Skill

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- Communication
- Customer Relationships Experience
- Critical Decision Maker
- Continuous Improvement Mindset

### Reference

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Available upon request

### About Me

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**Certified Assistant System Engineer** with skill managing hardware and networking assets and a thorough understanding of ticketing tools such as **Assyst and Service Now**. Considerable hands-on experience providing IT services to Clients. **Subject Matter Expert (SME) of Service Now and Assyst tool** necessary to provide day-to-day operational support. Adept at contributing to a highly collaborative work environment, finding solutions, and determining customer satisfaction. I am dedicated to **expanding my skills and proficiencies** while contributing invaluable technical knowledge and tireless enthusiasm.

### Professional Experience

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**Tata Consultancy Services Pvt. Ltd.**  
**Assistant System Engineer**

*2021 – Present*

- Work closely with Service Now and Assyst functional teams to build requested items and tasks using workflows to manage processes from the customer to the fulfillment teams.
- Work with the development team to migrate updates into the production environment.
- Developing, testing, deploying, and updating workflows and approval flows and rules. Work closely with developers to improve automated workflow with bug fixes and feature requests.
- Managed organizational hardware and software license agreements and decommissioned defunct licenses.
- Proposed technical feasibility solutions for new system designs and suggested options for performance, and improvement of technical components. Developed diagrams to describe and lay out logical operational steps.



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### Interests

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- Driving
- Coding
- Games
- Traveling
- Foody

### Personal Project

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**Real Estate Website**, made on the **Django framework**. **Python** is the backend language. For Database connectivity, **PostgreSQL** is used.

### Certifications

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#### **Scimox Python-Data Science Training (09/2019 - 02/2020)**

I have completed 6 months of training in **Advanced Python and Exploratory Data Analysis**.

### Education

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#### High School

**Lucknow Public School, Lucknow**

**April 2012 - May 2013, 7.2 CGPA**

- Participated in CBSE Clusters in various athletics games.
- Participated in Inter School Football tournament. Vice Captain of Football Team.

#### Intermediate

**Bright Way Inter College, Lucknow**

**April 2015 - July 2016, 63.33% marks**

- Captain of Football Team.
- Participated in Inter School Football tournaments
- Participated in Inter School Volleyball tournament.

#### Bachelor of Technology, Computer Science

**BBD NITM, Lucknow**

**August 2016 - October 2020 70% marks**

- DBMS, OS, Computer Networking, Data Structures, Python, and Artificial Intelligence were the major subjects
- 1st prize in Volleyball Inter College Tournament
- Conducted Gaming Virtuoso[Gaming Event]
- Created Smart City Model at Tech Expo at Utkarsh [BBD's main Cultural and Technical Event]
- Technical Head of Technical Club