



# Saurabh Kumar Arya

Analyst

## About Me

Hello! I am Saurabh Kumar Arya. I am an 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

## Bio

<b>Age</b>	25
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## Professional Skills

### Front-End

MASTER

### Service Now

EXPERT

### Axios Assyst

EXPERT

### Python

MASTER

### Anaconda

MASTER

### Django

ADVANCE

### MySQL

EXPERT

### PostgreSQL

ADVANCE

### Angular

BEGINNER

### Communication

MASTER

### Continuous Improvement Mindset

MASTER

### Critical Decision Making

MASTER

### Customer Relationships Experience

EXPERT

### Axios Assyst

EXPERT

### Service Now

EXPERT

### Citrix Receiver

ADVANCE

### Remote Desktop

ADVANCE

### VMware

BEGINNER

## Work Experience

### IT Asset Management at Tata Consultancy Services Pvt. Ltd.

April, 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.

## Education

### Bachelor of Technology in Computer Science from Babu Banarasi Das National Institute of Technology and Management

Lucknow

2016 - 2020

- DBMS, OS, Computer Networking, Data Structures, Python, and Artificial Intelligence were the major subjects.
- Conducted Gaming Virtuoso[Gaming Event]
- Created Smart City Model at Tech Expo at Utkarsh [BBD's main Cultural and Technical Event]

### Intermediate from Bright Way Inter College

Lucknow

2007 - 2011

- Studied Math & Science Stream.
- Favorite subject were Math and Chemistry
- Participated in Inter School Volleyball and Football Competition. Captain of the Football team.

### High School from Lucknow Public School

Lucknow

1995 - 2007

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

## Personal Project

### Real Estate Website

- Realtor is a web-based application intended for online retailers. It would make searching, viewing and selection of a property easier for user's specific to their needs. The application also provides navigation help such that the user can get accurate location. There is a message Chabot where a user can drop their queries and get quick assistance.
- It is made on Django Framework & Python as backend language
- PostgreSQL is used for database handling

## Certifications

### Scimox Python Data Science Training

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

## Interests

### Hobbies

- Driving
- Coding
- Gaming
- Traveling
- Foody