



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

📅 Age	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