



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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Education

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

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

2015 - 2016

- Studied Math Science Stream.
- Favorite subject were Math and Chemistry

High School from Lucknow Public School

2012 - 2013

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

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.

Professional Skills

Front-End

MASTER

Python

EXPERT

Django

ADVANCE

Service Now

ADVANCE

Continuous Improvement Mindset

MASTER

Critical Decision Making

EXPERT

Customer Relationships Experience

EXPERT

Communication

MASTER

Miscellaneous Skills

Application Used:

Assyst, Anaconda, MySQL, PostgreSQL

Virtualization:

VMware, Remote Desktop, Citrix Receiver

Programming and Scripting Language:

HTML, CSS, JavaScript, Angular, Bootstrap,

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.

Certification

Scimox Python Data Science Training

(10/2019 - 03/2020)

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

Interests

- Driving
- Coding
- Games
- Traveling
- Foody

Contact

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