

#### About Me

Hello! I am Saurabh Kumar Arya. I aman 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

LinkedInPhone

O Address

25

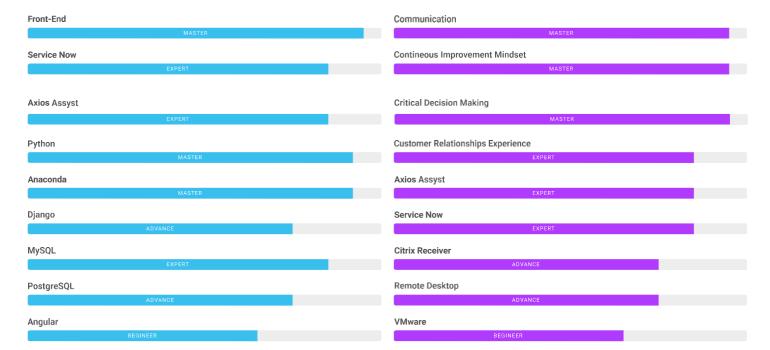
saurabharya529@gmail.com Saurabh Kumar Arya|LinkedIn

+918299667413

8b/303, New Malahar, Sahara States,

Jankipuram, Lucknow

## Professional Skills



# Work Experience



IT Asset Management at Tata Consultancy Services Pvt. Ltd.

- 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 required.
- 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

O 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

Lucknow

2007 - 2011

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

- $\bullet\,$  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