

Shailja Mishra

Service Desk Associate Engineer

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Career Objective

To enhance my working capacities, professional skills and efficiencies to serve the organization in best possible way with sheer determination and commitment.

Experience

Jan 2024 – Present

Malmö, Sweden

Software Developer Training

Lexicon AB

- Getting trained on C# and .NET by Lexicon AB
- Develop mini projects, GIT-HUB
- Knowledge on Frontend such as HTML, CSS, Java Scripts.
- Understanding of Agile and Scrum for software project management
- Knowledge of Database system such as RDBMS SQL, LINQ, ADO.NET
- Web API development via ASP.NET

Aug 2016 – Apr 2018

Pune, India

Service Desk Associate

Mphasis Limited

- Excellent knowledge on Service now, Remedy and various ITIL tools
- Queue monitoring and ticket assignment as per SOP
- Prompt and professional response for all type of customer enquiries
- Ensuring Quality standards within the service management tool set
- Perform Impact analysis on all the Incident and Service request
- Incident Trend analysis
- Correct Priority assignment and Urgency & impact analysis.
- Strong communication and team leadership skills
- Adhering to SLAs and KPIs and ensuring they are met
- Conduct Audit to ensure best practices are being followed
- 24/7 shift availability and support
- Developing SOPs, Policies and trainings to new joiners

Projects

Student Portal (6 month)

The Student Portal is a web portal where all information and all services that students need can be found in one place.

In order to design college web portal with student's information like Full Name, Year of education, Branch, etc. In a structural way and to keep this in mind I had to have following factor:

- Student friendly application. Should be convenient to use
- Faculty also for admin
- System should cover a fast communication within the user
- Maximum time saving while performing the system
- To provide broadcasting messages for all students for updates
- To establish social networking in the college
- To have smooth communication for sending and receiving messages

Environment: Windows 7, Java, SQL server, Net Beans IDE 7.4.1

Inventory Management (6 month)

Inventory management is web portal contains inventory of goods and materials to manage distribution system.

This portal was scripted in VB.Net. Unique ID was created per Items/Material and mapped to the physical location in the store. Inventory setup was done based on the type of material against their locations. This helped in planning and ordering of material which runs out of stock at a particular location.

Environment: Vb.Net, SQL server

Certification

- SFI Swedish language certificate – Course D
- Web component development using Java
- Oracle Database
- Foundation course in Computer

Achievements & Activities

- BCA Topper of the collage
- State level "Kho-Kho" player
- MIT Pune – Bug tracking quest
- Rising team player award winner

Language

- Swedish
- English
- Hindi / Marathi / Sanskrit

Skills

- Strong Organizational and Analytical skills
- ITIL and ITSM
- Team management skill
- Scrum Master
- Quite a good understanding on Service desk operations
- Fluent in English language
- Advanced in Swedish language
- Windows 7, Java, SQL server & Vb.Net
- HTML & CSS
- Excellent knowledge of Service now, SD+, Remedy ticketing tool.

Education

Masters of Computer Science and Application (MCA)
Computer Science

Pune, INDIA
June.2014

Bachelors in Computer Applications
Computer Science

Bhopal, INDIA
June.2011

Interests

- Love to **Dance**
- Like to **Travel** the world

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