

Shivani Batra

(Network Analyst)



Shivibatra1528@gmail.com

Address:

282, New Mohanpuri,
Meerut.



8755556945



www.linkedin.com/in/shivani-batra-784694123

Career Objective:

To use my creative skills, innovative thoughts that will benefit the growth of the organisation in a long run and also help me in building my professional career.

Technical Skills:

Database, HTML Oracle, AWS, Networking, O365, Azure, Active Directory, Technical support & Monitoring

Academic Qualification:

- B.Tech, Vidya College of Engineering , Percentage – 75% (Aggregate) 2019.
- 12th (Senior Secondary Examination) Year-2015 CBSE Board, Percentage –73%.
- 10th (Secondary Examination) 2013 CBSE Board, CGPA 8.2/10.0.

Internal Projects:

- Seminar Report on “ITwin Technology”.
- Intrusion Detection from “Raspberry Pi”

Professional Experience:

1. **Company: Capgemini Tech Services India Pvt. Ltd.**
“IT Tech Support - Analyst”
(Feb’2020 – Present)

Project Name: Bose Technology services

- Manage technical issues like Host or server down via calls and chat, troubleshooting done on O365 tools and license assignment.
- Worked in Active directory, AWS Workspace for Account creation and Termination, Azure Platform for authentication issues.
- Ticket audit of a team.
- Regions included: NASA, APAC, EMEA
- Tools used: Cherwell, AWS cloud apps, Cisco IP Communicator, O365, Nagios Monitoring

2. **Company: HCL Technologies Pvt. Ltd.**
“Network Analyst”
(May’2019 – January’2020)

Project Name: MMC MGTI (Marsh & McLennanCompanies)

- Worked in Data Center Operations.
- Manage technical issues like host servers and UPS failures through call or chat.
- Ticket handling related to various host and server down issues.
- Region included: NASA, APAC & EMEA
- Tools Used: CASD, UIM, CA Workload Automation, Bigfix for patching and server monitoring.

Hobbies:

- Playing badminton & volleyball,
- Travelling
- Listening songs and watching web series.

Skills:

- Network support
- Root Cause Analysis
- Responsible
- Office 365
- Call triaging
- Conflict resolution
- Technical troubleshooting

Internship & Workshop Attended:

- Attended one day workshop on Machine Learning & certification Feb'18.
- Attended one day workshop on Ethical Hacking on Sept'17.
- 4 weeks Internship at Bharat Sanchar Nigam Limited (BSNL) on "**Telecom Networking**".

Strength:

- Good Conceptual, Logical & Troubleshooting skills.
- Optimistic
- Management skills
- Good Communication skill
- Cheerful and quick learner
- Leadership quality and responsible

Extra-Curricular Activities & Achievements:

- Participated in Presentation & Debate on National Science Day-2016.
- Second prize in lawsuit – literary competition in Nirvana Fest 2016.
- Participated in Declamation in Nirvana college fest 2017.
- Winner at inter-house volleyball competition in 11th standard respectively.

Declaration:

I hereby declare that the above furnished particulars are true to the best of my knowledge and belief.

Date:

Place: Meerut (Uttar Pradesh)

Signature: