

Aditi Verma



PROFILE SUMMARY

- 3.3 years of working experience in software development with Cognizant Technology Solutions
- Expertise in designing, implementing, integrating, testing and supporting impactful applications developed in diverse, collaborative environment.
- Strong understanding of customer service and team spirit.
- Excellent interpersonal and communication skills.
- Ability to work under pressure..

PERSONAL INFORMATION

Gender	:	Female
Age	:	25
Marital Status	:	Married
Religion	:	Hindu
Nationality	:	Indian

EDUCATION

2008 - 2012: Rajiv Gandhi Technical University, India
Bachelors of Engineering (Secured 80%)
Majors in Information Technology

COMPUTER SKILLS

Language:	C, C/C++, Java, JavaScript
Tool and Technologies:	ServiceNow, BMC, Ms Office, HPQC
Operating System:	Windows, Linux
Other:	Working knowledge of Agile methodology, DBMS, OOP, XML, SDLC

CERTIFICATION

- ITIL V3 Foundation Certified
- ServiceNow admin Certified
- IBM SystemX Certified
- TESOL Certified

LANGUAGE SKILL

English:	Excellent Listening, Speaking, Reading and Writing
Hindi :	Native Listening, Speaking, Reading and Writing
Indonesian:	Moderate Listening, Speaking

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WORKING EXPERIENCE

Company: Cognizant Technology Solutions
Duration: August 2012 – October 2015
Position: Senior System Executive

Job Description

- After joining Cognizant in 2012, I worked with UBS as a client, in application support and customer support domain.
- Responsible for working on all applications issues and effective communication with user over chats or calls without affecting the SLA.
- Was able to manage the escalations, incident, change request logged in by the end user or client.
- After successful deliverables with the client, I was shifted to fastest growing technology, ServiceNow (SaaS).
- In ServiceNow, my experience includes working as developer specifically for Incident, Change and Service Catalog module for multiple prestigious clients namely Tivo (Entertainment domain), Clorox (Healthcare domain) and Hartford (Insurance domain).
- Able to manage the team successfully for planning, developing and application creation for the clients detailed above.
- Hands on experience in testing also which includes writing test cases, manual testing and documentation.
- Implemented end to end solutions for multiple modules in servicenow.
- Garnered experience in requirement analysis, design, development, testing and release for major ITSM processes.
- Routine Interaction with the client using Skype and other video/audio based technology following ITIL best practices.

CONTACT INFORMATION

Phone number: +66 955785392
Email ID: mail2aditiverma@gmail.com