

# Mritunjay kumar jha

## A n a l y s t

### About Me

I am technical analyst with the experience of 1.5 years. Where worked on windows os and and related troubleshooting,

By taking international Calls ,chats and SST. Eager to work more on it and Learn something more.

### My Contact

✉ callmemritunjay1995@gmail.com

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📍 Noida

### Professional Experience

#### Hard Skill

- Window troubleshooting
  - Knowledge of ticketing tool
  - Knowledge of ITIL Process
  - Basic Excel
  - Knowledge of VMs
  - Incident management
- And service request

HCL Tech. | Analyst

3 jan,2022– 8 may2023

#### Key Responsibilities:

Troubleshooting of windows os.  
Troubleshooting of Virtual machine.  
Working on Active directory.  
Troubleshooting of MS Office applications.  
Basic troubleshooting of all browsers /software/VPN related to the project.

#### Soft Skill

- Observation
- Decision making
- communication
- Multi-tasking

#### Achievements

Received certificate of appreciation award for good productivity and highest USAT's .

### Education Background

B tech(ME) Kaziranga University 5.89 CGPA 2014–18

12<sup>th</sup> Srichandra senior secondary school (Bihar board)  
65.20% 2010–12

10<sup>th</sup> G P high school bhadhar(Bihar Board)  
57% 2010

### Additional Section

Worked as a volunteer at EXPO MART  
Represented college a IIT tirupati

worked at NGO(Privartan ek nye soch)

winner of mobilegame championship(college)  
Winner of best photographer(college)

winner of debate competition(college)

## Interests

- photography
- gaming
- travelling