KRUPA ANAND

Technology Analyst

PROFILE

Technology Analyst specialized in ServiceNow Ticketing Tool. Well-versed in Customer Relations and Project Management.

CONTACT

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+91 7339342324

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Krupaanand5@gmail.com

HOBBIES

Travel, Learning new languages, Video Editing.

EDUCATION

Arjun College of Technology
Coimbatore, Tamil Nadu
2014 - 2018
Bachelor of Engineering in Computer Science

WORK EXPERIENCE

Technology Analyst, Infosys
Bengaluru, Karnataka
June 2018–Present

- Handling customer queries through email regarding how to submit requests through Service Catalog through ServiceNow Ticketing Tool.
- Working in Access Management, providing/ revoking access of different applications on different platforms such as Active Directory.
- Good knowledge of ServiceNow Ticketing Tool, Request Management, Incident Management.
- Maintained reports of ServiceNow.
- Performed Manual Access Reviews using excel on Quarterly basis in which user's access is reviewed by manager.
- Creating and Maintaining SOP for new processes introduced by clients.

SKILLS

- Complex Problem Solving.
- Analytical Thinking skills
- Interpersonal Communication Skills
- Teamwork Skills
- Project Management