



ANIMESH HUDATI



:animesh.hudati@gmail.com



-9051357784



-Singhti,singhti shibpur,udaynarayanpur,711226 Howrah

OBJECTIVE :

TO SECURE A CHALLENGING POSITION WHERE I CAN EFFECTIVELY CONTRIBUTE MY SKILLS AND ENSURE MY GROWTH THROUGH THE ORGANIZATIONAL GROWTH.

EDUCATION:

EXAMINATION	SCHOOL/COLLEGE	BOARD/UNIVERSITY	YEAR
MADHAYAMIK EXAMINATION	PANCHARUL SRIHARI VIDYAMANDIR	WBBSE	2008
HIGHER SECONDARY EXAMINATION	PANCHARUL SRIHARI VIDYAMANDIR	WBCHSE	2010
BATCHELOR OF COMPUTER APPLICATION	HARIPAL VIVEKANANDA MAHA VIDYALAYA,HOOGLY	THE UNIVERSITY OF BURDWAN	2013

EMPLOYMENT:

DESIGNATION: RELATIONSHIP OFFICER **Period:**(Sept2018-May 2020)

ORGANIZATION: AXIS SECURITIES LTD.(AXIS BANK),KOLKATA

ROLES&RESPONSIBILITIES: PROVIDING HOME LOAN TO THE CUSTOMER.

DESIGNATION: SENIOR ASSOCIATE **Period:**(July2020-May 2023)

ORGANIZATION: WIPRO LIMITED, KOLKATA

ROLES: SERVICE DESK TECHNICIAN

RESPONSIBILITIES: WORKING IN UHC CLAIMS(BOTH CALLING & CHAT)

L1 SUPPORT ON DESKTOP & LAPTOP

SUPPORT VARIOUS MICROSOFT PRODUCT ON THE DESKTOP & LAPTOP

QUICK TELEPHONIC AND REMORT TROUBLE SHOOTING SUPPORT TO RESOLVE THE ESCALATED ISSUES.

FOLLOW UP WITH SERVICE TEAM WITH CUSTOMER ESCALATION EMAILS.

HANDLING PASSWORD RESET ISSUES,VPN CONNECTION ISSUES TROUBLE SHOOTING.

INSTALLATION OF CITRIX AND TROUBLE SHOOTING THE SAME.

WORKING ON SERVICE RELATED SERVICENOW TICKETING TOOL.

WORKING ON ACTIVE DIRECTORY.

COORDINATING WITH NETWORK TEAM, ASSET TEAM & HELP DESK TEAM

SKILLS

IT INFRASTRUCTURE :

- TICKETING TOOL
- SERVICE DESK FUNCTION
- REMOTE DESKTOP
- LOGMEIN,ANYDESK,SERVICENOW,
- ALL EDITION OF MS- OFFICE,OFFICE365,OUTLOOK,TEAMS
- EXPERIENCE IN WINDOWS XP,WINDOWS 7,WINDOWS 10
- UNITED HEALTH CARE CLAIMS(US CLAIMS)

ACHIEVEMENTS:

2 times quarterly award winner for homeloan eastern region

EXTRACURRICULAR ACTIVITIES:

Cricket, badminton

LANGUAGE:Bengali,hindi,English

Personal Details:

Name: ANIMESH HUDATI

DATE OF BIRTH: 04/02/1993

GENDER: MALE

NATIONALITY: INDIAN

CIVIL STATUS: MARRIED

LinkedIn:LinkedIn.com/in/animesh-hudati-ab0421251

DATE:24.04.2023

PLACE:KOLKATA

SIGNATURE