Jayashree Sarkar

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SUMMARY

In my role as a Technical Support Analyst, I am dedicated to providing exceptional technical support, optimizing system performance, and ensuring the seamless operation of critical IT infrastructure. I am eager to leverage my skills and expertise to contribute to the success of your organization and its IT operations and as an Automation Analyst I leverages the technology to enhance business processes, reduce manual workloads, and drive efficiency within an organization. It combines the technical expertise with a deep understanding of business processes to deliver automation solutions that yield tangible benefits.

EXPERIENCE

Technical support Engineer | HCL Technologies Ltd. | Technology Hub, SEZ Plot No. 3A, Sector 126 | Noida-201304, India | April 2021 - Present

- Acted as an internal ISO auditor and worked on securing the ISO 27001 certification and Cyber Essentials(plus) for the organization.
- Managed Governance, risk, and compliance(GRC); and conducted information security awareness programs on regular basis.
- Dealing with incoming incident/ service requests in a professional, courteous manner over the phone, ITSM Tool, Chat, Emails etc.
- Decreased time to resolution rates by 45% and meeting SLA and enhance customer service by providing timely and accurate response.
- Working knowledge on Applications/ Data based; eg Window, Mac, mobility, AD, Sharepoint, Citrix, Cisco, Outlook, Skype for Business, MS Teams etc.
- Respond to Queries from all calls, portal, emails, chats from the client.

IT department Intern | Collabra | Technologies Private Limited | |Smartwork, Logix Cyber Park-C-28 &29 | Sector 62 | Noida, Uttar Pardesh, 201309 | September 2020 - April 2021

- Managed designing the network architecture of a new setup environment and carried out inventory management and distribution of devices to employees.
- Delivered an IP DHCP report along with an assessment of security vulnerabilities present in the network topology.
- Facilitated in revamping the entire network infrastructure, resulting in improved security features and faster connectivity with 30% reduction in network downtime.
- Applied change control procedures, improved user experience, and achieved 90% reduction in helpdesks tickets.

PROJECTS

SC Johnson | HCL Technologies | https://www.scjohnson.com/ | September 2021 - Present

- Apply basic diagnostic techniques to identify problems, investigate causes and recommend solution to correct common failures.
- Troubleshooting various technical issues, network issues, user access issues, application related issues etc.
- Manage all queries or escalate if not resolve as per the defined help policies and framework.
- Responsible for the exploration, and testing of new information systems, collects, prepares, and transmits department statistical data to the agencies and ensure that the extracted data meets established formatting guidelines as requested.

EDUCATION

Bachelor in Technologies | Shaheed Bhagat Singh State Technical Campus | Minor in National Cadet Corps (NCC) | 7.79 | Ferozepur, Punjab | 2020

CERTIFICATIONS

Analyst | Collabera Technologies Private Limited | 2021
• Ability to provide administrative support to business operations, Ability to intact with customers and clients, Capable to update and maintain information in company data base, Take ownership for customers problems and issues and work towards resolution by coordinating with clients.

Introduction to Programming Using Python | Microsoft Imagine Academy | 2019
• Core Python, Sound Knowledge of Web Frameworks, Object Relational Mappers, Skills of Data Scientists, Artificial Intelligence and Machine Learning Skill, Deep Learning, Good Understanding of Multi-Process Architecture, Analytical Skills.

Data Analytics Skill Association-Artificial Intelligence using Python | National Institute for Industrial Training | 2019
• Technical Guide, Python Libraries, NumPy Tutorial, Data Cleaning In Python, Understanding EDA In Python, Machine Learning Algorithms, Logistic Regression. Confusion Matrix, Pubg Data Analysis, AI as a Service, OpenCV Tutorial, Edge Detection, Facial Recognition Using Python.

C/C++ | SoloLearn | 2018
• Good working knowledge of programming in C/C++ , A basic understanding of databases (RDBMS), like Oracle and SQL server, An understanding of methodologies in modern software development and design, Solid knowledge of modern SCM (software configuration management), A grasp of database administration.

COURSEWORK

Electronics and Communication Engineering | Shaheed Bhagat Singh State Technical Campus | 2016 | Strong Analytic and People Management Skills, Good Verbal and Personal Communication Skills, Accuracy and Attention to details, Passion for constant improvement, Ability to take sound decisions, Agility for quick learning working in a team.

• Managing day to day workload, prioritizing when necessary, In possession of a pleasant personality complemented with a caring and responsible attitude.

INVOLVEMENT

Technical Support Executive | Technology Hub, SEZ Plot No. 3A, Sector 126 | Noida-201304, India | HCL Technologies | September 2021 - Present

Identifying hardware and software solutions, Troubleshooting technical issues, Diagnosing and repairing faults, Resolving network issues, Installing and configuring hardware and software, Speaking to customers to quickly get to the root of their problem, Following up with clients to ensure the problem is resolved, Providing support in the form of procedural documentation, Dealing with incoming incident/ service requests in a professional, courteous manner over the phone, ITSM, Tool, Chat, Emails, Monitoring Tools, Ticketing Tools, Share point, Virtual interference

SKILLS

Technical Skills: C, C++, Bash, Microsoft Windows, Share point, MS Excel, Monitoring Tools(GAVEL), Ticketing Tools(Chare well), Job Information Tool (JIL), CA technologies Workload Automation AE Tool, Vulnerability Management, Brand Operating System Tool, Troubleshooting, Virtual interference desktop, Chat/Call/Email support.