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|  | |  | RAMANPREET KAUR Experience **TECH-SUPPORT EXECUTIVE**  **Accenture | October 2022 – February 2023**  • Handled technical issues for end-users and provided technical support on the ticketing tool ServiceNow.  • Experienced in managing ServiceNow tickets and problem management, with expertise in Incident Management, Problem Management, and Change Management modules, utilizing advanced features to efficiently resolve and prevent incidents, proactively identifying root causes and collaborating with cross-functional teams to ensure seamless ticket handling and problem resolution, achieving 98% SLA compliance and a 20% reduction in incident recurrence rate  • Collaborated with team members to conduct quality audits of Snow tickets.  • Trained team members on the usage of various tools and techniques in Excel.  **SENIOR ANALYST - DESK-SITE-SUPPORT(FSO) IN GSK PROJECT**  **HCL Technologies | December 2020 - October 2022**  • Vendor management for scheduling site visit for various Global Site and coordinate with engineer on-site to smoothly carry hardware and software replacements and upgradations.  • Proactively managed and resolved incidents, including critical incidents, through streamlined processes, cross-functional coordination, trend analysis, and post-incident reviews, resulting in minimized impact on business operations, improved customer satisfaction, and reduced incident frequency and severity. Strong communication skills, training, and utilization of incident management tools and technologies to ensure timely and accurate resolution of incidents.  • Proven expertise in ServiceNow ticket handling, problem management, and incident resolution, leveraging advanced modules, technical skills, analytical abilities, collaborative approach, and track record of meeting SLAs, improving customer satisfaction, and implementing process improvements.  **•** Supported the team in various Excel reports and ageing analysis.  • Created weekly and monthly reports using dashboards and reports in ServiceNow.  • Conducted training sessions for team members on the usage of various tools and techniques in Excel.  **TECH-TRAINER**  **National Institute of Information Technology (NIIT) | April 2018 - March 2020**  **•** Conducted training sessions for students on various banking software and provided training on personality development.  • Conducted online certification exams for students.  • Conducted interviews of various candidates related to the banking sector.  • Organized various extracurricular activities and managed the office environment.  • Managed batches and time assortment of various modules. Education **Post-Graduation Program in Banking and Finance**  National Institute of Information Technology, Lucknow | 2017 – 2019  **Graduate**  Sanskrit Pathshala Girls Degree College, Lucknow University | 2017  **SSC**  Lucknow Public School, Sahara States, Jankipuram | ISC, New Delhi | 2014  **HSC**  Lucknow Public School, Sahara States, Jankipuram | ICSE, New Delhi | 2012  **CERTIFICATIONS:**   * MS Office (Word, PowerPoint, Excel, E-commerce) * Tally ERP 9 * GST * Power BI (Pursuing)   **KEY SKILLS:**  • Strong communication and interpersonal skills, with the ability to effectively communicate with individuals at all levels.  • Ability to take on any kind of responsibilities and deliver to the best of my ability, with excellent organizational and time-management skills.  • Strong problem-solving and analytical skills, with the ability to quickly learn and adapt to new technologies and tools.  • Eagerness to learn and work on challenging tasks, with a proactive and results-oriented approach.  • Demonstrated leadership skills with experience in managing teams and projects.  • Proficient in MS Office (Word, PowerPoint, Excel), Tally ERP 9, GST, and Power BI.  • Technical skills in Windows Operating System, MS Office (2013&2016), Tally, and E-commerce.  **DECLARATION:**  I hereby declare that the information given above is true to the best of my knowledge.  Date: RAMANPREET KAUR  Place: Lucknow (Signature) |
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|  | |
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|  | 12/06/1996 |
| **Objective**  To secure a position where I can efficiently contribute my skills and abilities to the growth of the organization I work for. To learn as I work and excel in every task assigned to me.. | |  |