

Priyanshu Jain

(ITIL Foundation Certified)

✉ priyanshu.a.jain@gmail.com 📞 +91 8266989852 📍 Sector 45, 201303 Noida

Summary

- Dedicated Associate Consultant with 3+ years of experience in providing exceptional customer service and technical assistance. Proficient in diagnosing, monitoring, and resolving issues.
- Skilled in utilizing monitoring tools, remote support technologies, and maintaining detailed documentation. Strong communicator with a collaborative approach, adept at interfacing with clients and cross-functional teams to achieve business objectives.

Work Experience

Associate Consultant Capgemini India Pvt Ltd, Noida Project: Follett Type of Industry: Educational Service and Products Provider Responsibility: <ul style="list-style-type: none">• Supervising and overseeing alerts across diverse applications.• Proactively creating and managing incidents in real-time.• Promptly alerting on-call teams about critical issues and help for resolution.• Sending structured email notifications to relevant stakeholders and teams.• Proficiently utilizing monitoring tools and executing server operations.• Extracting, processing, and analyzing data from databases proficiently.• Ensuring thorough client confirmation and resolution of incidents or issues.• Utilizing observability tools for diagnosing and resolving multiple issues involves leveraging metrics, logs, and traces to perform comprehensive monitoring, analysis, and troubleshooting across distributed systems.• Responsibility to task scheduling, monitoring progress and updating tasks in report.	Oct 2021 – Present
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Education

B.Tech Computer Science Teerthanker Mahaveer University, Moradabad, UP, India	Aug 2016 – Jun 2020
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Certificates

Azure Fundamentals By Microsoft	Jul 2021
ITIL Foundation v4 By Peoplecert	Aug 2022
Automation Foundation Learning Program Certification By GI&A Automation Academy, Capgemini. for completing Linux admin and Advanced Excel	Dec 2023
Aws Cloud Partitioner Essentials By Amazon	Apr 2024

Achievements

1. Received the ROCKSTAR award for exceptional performance.
2. Achieved rapid career progression from Analyst to Senior Analyst and subsequently to Associate Consultant within one year, driven by outstanding proficiency and consistently delivering measurable business value and exceeding expectations.

Personal details

LinkedIn
[linkedin.com/in/priyanshu-jain-a5244a1a2](https://www.linkedin.com/in/priyanshu-jain-a5244a1a2)

Skills

Linux Admin	
SQL	
Dynatrace	
Git & GitHub	
Excel	
Shell Scripting	
ServiceNow	
AWS-CLF02	
AZ-900	

Soft Skills

■ Customer Service
■ Communication
■ Adaptability
■ Team work
■ Time Management
■ Remote Support

Languages

English	
Hindi	