**IT Professional With Career Spanning 3 Years**

Profile Summary

* A Bachelor of Technology (B.E) Graduate (Electronics & Telecommunication Engineering- 2014)
* A dynamic IT Professional with Analytical and communication skill Over 3 years of insightful experience in IT services in the CIS having worked for reputed Pharmaceutical clients and Hospitality.
* Worked closely with the technical teams and Support.
* A Part of the CSI (Continuous service improvement) team in providing new Ideas in order to improve Services.
* Adept at **process definition, solution design and analysis.**
* Good in verbal and written Communication with out of box thinking abilities.
* A good team player with a positive attitude towards problem analysis and troubleshooting.

Skills Set

ITSM tool Project Management Application Monitoring

Production Support Report preparation & present Shell scripting

ITIL certified Ticket monitoring and FLR

Professional Experience 2.1 Years

Cognizant Technology Solutions Engineer Trainee June 2015 – June 2016

Cognizant Technology Solutions Senior System Engineer June 2016 – Aug 2017

Tata Consultancy Services Senior Process Associate April 2018 - Present

IT Proficiency

Operating systems: Unix, Linux admin, Windows XP/7/8.

Tools: Control-M, Autosys. ITSM ticketing tool

Database language: Oracle11g (sql, pl/sql).

Programming language: Basics of java, unix shell scripting.

PROJECT DETAILS:

***Project #1:***

Organization: Cognizant Technology Solutions Pvt Ltd.

Project Name: Information Management and analysis (SANOFI)

Team Size: 20

Duration: September 2015 - August

Roles and Responsibilities:

* + Role of a Support Analyst and acted as an active link between the client and the organization.
  + BMC Remedy tool for working on tickets.
  + Managed schedules and collaborated with different teams working on the project
  + Prepared project and status reports on an ongoing basis
  + Prepared and Resolve Ticket (Service Requests, Incident, work orders) according to the defined process and provide solution to user.
  + Ensure that all customer enquiries and demands are followed up and if any expected gaps they are identified on time.
  + Sound Knowledge on incident, Problem & Knowledge management.

***Project#2:***

Organization: Tata Consultancy Services

Domain : Travel and Hospitality

Team Size: 09

Duration: April 2018 - Present

Roles and Responsibilities:

* + Working on MobaXterm and Putty .
  + IBM tool for working on tickets.
  + Managed schedules and collaborated with different teams working on the project
  + Prepared project and status reports on an ongoing basis.
  + Providing back-end solutions to production issues, monitoring, and reporting.
  + Problem Solving: Perform and review health checks, identify and escalate trends. Act on all application level alerts and assist with service restoration.
  + Provides, or assists with, quality assurance of activities which are carried out by others.
  + Plan, execute and support implementations so the applications are deployed with minimal disruption to the production environment and meet established standards.

Academics

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Qualification | College | Board/University | Year | Percentage |
| B.E(Electronics and Telecommunication Engineering) | RAJIV GANDHI COLLEGE OF ENGINEEEING | RTMNU | 2014 | 67.39% |
| Intermediate | PRERNA JUNIOR COLLEGE | MAHARASHTRA BOARD | 2010 | 60.16% |
| High School | TVM Nagpur | MAHARASHTRA BOARD | 2008 | 87.69% |

Certifications

* ITIL 2016 foundation certification.

Awards and Appreciations

* Awarded as **‘Supernova of Sanofi’** for exemplary performance and valuable contribution to the Sanofi Program.

Extra-Curricular Activities

* Member of ‘Out Reach’, a social group to teach the under privileged children.
* Member of Green Peace India and continuous contribution and support towards environment.

Soft Skills

* Excellent communication skills in English
* Ability to work with minimal supervision
* Ability to work in a team
* Good analytical and troubleshooting skills
* Aware of the document processes executed in a project
* Ability to prepare various reports using excel and ppt.