

DHIVYAA SUNDARARAJAN
8667708514
dhiyaas0305@gmail.com
Perungudi Chennai

OBJECTIVE:

To be a successful person in life by self-development through dedicated work, learning and updating new things, flexibility to change, improve leadership qualities, and share knowledge and to work as a team to excel.

PROFESSIONAL EXPERIENCE

Organization : Infosys

Duration : **11th Jun 2018 - Present**
Designation : **Senior Technical process Executive**

2020-Present Senior Technical Process Executive, Bangalore

- This group will also assist with credential management associated with employee additions, terminations, and job transfers
- Create and update security event investigation notes, conduct shift change reports on open cases, and maintain case data in the incident Response management platform
- Provide email and ticket routing services for security event notifications and incident response process.
- Knowledge of the access monitoring tools (Eg, Cyber Ark, Active Role Directory, Service Manager Tool, power BI, PTA, Strategy, Ulpath, GITHUB, etc...)
- Supported technical team members in management of data centre facilities and upgrade projects.

2018-2020 As a Senior Process Executive in Infosys BPM Ltd since 11th June 2018 and have been working as a quality optimization specialist

- Ad Quality Review
- Internal Quality Check
- Preparation of Consolidated Report
- Populating EOD Report
- Preparation of Weekly RCA Report

ACHIEVEMENTS

- Completed milestone 2.0 trainings
- Have achieved 100% in quality, 100% in production from past 3 quarters
- Got Client appreciation mails for the best performance.
- Received R&R award for high productivity

EDUCATIONAL QUALIFICATION:

- Bachelor of science in Chemistry under Shri Sakthikailassh Womens college, Salem, India. Percentage: 70%, Year 2016
- Completed DCA at CSC Computer Software College, Salem, India. In the year 2013 October with Grade "A"
- Completed 12th standard under Sri Sarada Matriculation Higher Secondary School, Salem, India. Year 2013 March
- Completed 10th standard under Sri Sarada Matriculation Higher Secondary School, Salem, India. year 2011 March

TOOLS HANDLED

- Active directory
- Group creation
- VMware
- CyberArk
- Service Manager

PERSONAL PARTICULARS

- Name: **DHIVYAA SUNDARARAJAN**
- Father Name: **SUNDARARAJAN**
- Date of Birth: **03-May-1996**
- Marital Status: **Married**
- Language known: **Tamil, English**

DECLARATION

I hereby declare that the above information is true to best of my knowledge.

(DHIVYAA SUNDARARAJAN)