

# RISHIKANT PRASAD

## Senior System Associate

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Nagpur, Maharashtra

## SUMMARY

I am a Senior System Associate at Infosys with a strong background in SQL Database Management, Application Support and System Automation. Holding a BSc in Computer Science, I possess excellent communication skills, a detail-oriented mindset, and the ability to work comfortably in diverse environments. Dedicated and self-motivated, I consistently strive to deliver quality results while enhancing my technical expertise.

## EXPERIENCE

### Senior System Associate

#### Infosys

12/2021 - Present Nagpur, Maharashtra

Infosys is a global leader in technology services and consulting.

- Developing, optimizing, and managing SQL queries, stored procedures, functions, triggers, and table operations.
- Experience in Level-2 Production, System Automation and Application Support.
- Monitoring the production servers and providing support to client on a 24 x 7 basis.
- Knowledge of ITIL concepts.
- Providing resolution on support issues within the scope as per Service Level Agreement (SLA).
- Good team player capable of working individually with less supervision.
- Experience of good client interaction to deal with their requirements.
- Quick learner, consistently updating self with emerging trends.
- Training new joiners with Application Knowledge Transfer and Domain Knowledge.
- Fixing day to day live production issues related to Application.
- Carried out end to end testing as a part of deployments during weekends.
- Working on Ticket System and automation support.
- Monitoring compliance with the automation team for the tickets.
- Managing problem and incident tickets and Resolving issues related to tickets.
- Coordination with the development team to fix application issues. Preparing and maintaining logs and reports on a daily basis.

## EDUCATION

### BSc in Computer Science

#### Shri Shivaji Science College - 62%

08/2014 - 05/2018 Nagpur

### HSC

#### Kendriya Vidyalaya Ambajhari - 74.6%

04/2015 - 05/2015 Nagpur

### SSC

#### Kendriya Vidyalaya Ambajhari - 7.6 CGPA

04/2013 - 03/2013 Nagpur

## KEY ACHIEVEMENTS



### Task Automation Success

Automated 300+ repetitive tasks, boosting efficiency by 20%.



### Effective Training

Trained 50+ new associates, improving onboarding by 30%.



### Resolution Time Reduction

Reduced ticket resolution time by 40% in 6 months.



### Ticket Management Excellence

Successfully managed 500+ tickets monthly, maintaining 98% SLA compliance.

## STRENGTHS



### Personal Strengths

Good written and verbal skills, leadership qualities, work-oriented, and exploring new things.

## SKILLS

End To End Testing

SQL

lumen

SalesForce

ITIL

SSMS

Html

Css

Automation flightdeck

## PROJECTS

### LUMEN

12/2021 - 01/1970

LUMEN is a production-based project aimed at providing services globally.

- Working on Sql stored procedures and Sql queries.
- Managing tickets, resolving issues, developing queries.
- Improving efficiency and effectiveness by streamlining processes.