

MEGHANSH KAUSHIK

Product Support Engineer

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✉ 0101mk98@gmail.com

📍 Noida

EXPERIENCE

Senior Technical Support Associate

Tech Mahindra

📅 01/2024

📍 Noida

A leading provider of digital transformation, consulting, and business re-engineering services.

- Expertise in ServiceNow ITSM modules including Incident, Problem, Change, and Knowledge Management.
- Designed and implemented automated workflows to streamline IT processes and improve SLA compliance.
- Created and maintained ServiceNow dashboards and reports for real-time performance tracking and decision-making.
- Proficient in configuring and customizing ServiceNow applications using forms, lists, business rules, and client scripts.
- Managed and resolved high-priority incidents (P1-P4) while ensuring minimal downtime and impact.
- Specialized in ServiceNow ITSM modules (Incident, Problem, Change, Knowledge Management) and customized workflows for SLA improvements.
- Developed dashboards and automated reports for real-time tracking and decision-making.
- Delivered AWS cloud solutions, monitoring key metrics (CPU, disk space, latency) to ensure operational stability.
- Applied security patches and managed vulnerabilities across hybrid environments using Red Hat Satellite.
- Led a team of agents to provide seamless voice and non-voice support, achieving exceptional client satisfaction.

Senior System Executive

Cognizant

📅 08/2021 - 12/2023

📍 Kolkata

A multinational corporation that provides IT services, including digital, technology, consulting, and operations services.

- Conducted Root Cause Analysis (RCA) for critical incidents to prevent recurrence.
- Collaborated with cross-functional teams to enhance platform functionality and user experience.
- Monitored system performance, identifying and resolving ServiceNow platform issues promptly.
- Implemented ITIL best practices to optimize service delivery and process efficiency.
- Started abed transactions and utilize operations-related support via inbound call, email, or chat.
- Manage user accounts, groups, and permissions using the Office 365 admin center.
- Configure and troubleshoot user-related issues, including password resets and access problems.
- Administer and support Exchange Online for email services.
- Administered user accounts, permissions, and Office 365 services, including Exchange Online and mail configurations.
- Resolved critical issues promptly, maintaining 99% SLA compliance and minimizing downtimes.
- Supported critical situations with effective bridge call management and incident communication.
- Successfully collaborated with global teams, streamlining processes for consistent business outcomes.

SUMMARY

I'm a dynamic Support Engineer boasting over 3 years of experience in optimizing infrastructures. My skills span across Windows and Product Support operations, with expertise in Admin, Security, Cloud, Networking, and L2 support. I excel in root cause analysis and knowledge base management, continuously seeking ways to enhance collaboration and productivity through technology.

EDUCATION

BE

LNCTE

📅 08/2016 - 07/2020

📍 Bhopal

KEY ACHIEVEMENTS

🏆 R&R Award

Won 3 times 'RGR Award' for best performance in the project, demonstrating consistent excellence and leadership in challenging environments.

🏆 Client Value Recognition

Received 'Client Value Creation and Integrity Recognition' from a client in Aug 2024 for outstanding service and dedication.

👥 Team Leadership

Successfully led a team during a client visit, showcasing leadership skills while ensuring client satisfaction.

SKILLS

AppDynamics		Aruba	AWS	
AWS Cloud		Cisco	ITIL	ITSM
JIRA	LogMeIn	Office 365		Putty
Sitescope	ServiceNow		SolarWinds	
Database		Windows		