

Sarah Benedita Abilash

Responsible and technology savvy student ready to accept challenging work and contribute towards the success of the organization through acquired skills.

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EDUCATION

| Degree/Grade | Institution | Passing Year | Score |
|--------------------------|---------------------------------------|---------------------|-------|
| Computer Science (Major) | Portland State University, Oregon | Fall 2024 - current | / |
| Senior Secondary | Chennai Public School, Chennai (CBSE) | 2022 | 72.4% |
| Secondary (High School) | Chennai Public School, Chennai (CBSE) | 2020 | 85.0% |

EXPERIENCE

- **HCL Tech LTD. IOMC, India— Analyst**
[October 2023 - April 2024]

Worked as a Full Time Employee in a client-facing job handling calls, chats and emails.

Maintained a good First Call Resolution percentage along with the team.

Received appreciation from the VIP clients for providing long-term solutions.

- **Hands-on Specialized Training** internship program at **HCL Tech LTD., India.**
[July 5th 2023 - October 26th 2023]

Proper training in the ServiceNow ticketing tool was provided which further helped when assigned to a project as an **Analyst**.

- **Tech Bee - HCL's Early Career Program** by **HCL TSS**
[October 2022 - October 2023].

A 12 month program inclusive of the internship mentioned above.

Received basic training in **Networking, Digital Logic Gates, Business Information System, ITIL, DBMS, Operating Systems and Application Packaging**.

Placed 1st in the Technical Batch Assessment and scored 76/80 on the Pearson's Versant communication test.

SKILLS

- Communication
- Problem solving
- Customer service
- Teamwork
- Basic MS Office
- Writing
- Adaptability

CERTIFICATIONS

- Certificate of Achievement (**CPD certified**), Accenture [Sep 2024] - **Digital Skills: UX** (Score: 88%).
- Certificate of Completion, PSU [Aug 2024] - **Level Up: Leadership Training Program**.
- Certificate of Appreciation, HCL Tech [Apr 2024] - **Extraordinary Service and the Best Fresher**.
- Certificate of Accomplishment, HCL TSS [Oct 2023] - **Tech Bee - HCL's Early Career Program**.

