

# Sarah Benedita Abilash

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A responsible and technology-savvy student with work experience of 6 months eager to expand knowledge, accept challenging work, and contribute towards the success of the organization through acquired skills.

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## SKILLS

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| • Communication    | • Teamwork     | • Basic MS Office           |
| • Problem solving  | • Adaptability | • Computer literacy         |
| • Customer service | • Writing      | • Technical troubleshooting |
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## EXPERIENCE

**HCL Tech LTD. IOMC, India**

**Oct 2023 - Apr 2024**

### Analyst

- Worked in a client - facing job providing IT support and troubleshooting technical complications.
- 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, **HCL Tech LTD., India**

**Jul 2023 - Oct 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, HCL TSS**

**Oct 2022 - Oct 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.
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## EDUCATION

**Portland State University, OR | Fall 2024 - Current**

Computer Science (Major)

**Chennai Public School, India | 2022**

High School

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## CERTIFICATIONS

- Certificate of Achievement (**CPD certified**), Accenture - **Digital Skills: UX** | Sep 2024.
- Statement of Participation, OpenLearn - **Power of Infographics in Research Dissemination** | Sep 2024
- Certificate of Completion, Educba - **Photoshop (Beginners)** | Sep 2024
- Certificate of Completion, Great Learning Academy - **UI/UX for Beginners** | Sep 2024
- Certificate of Completion, PSU - **Level Up: Leadership Training Program** | Aug 2024.
- Certificate of Completion, PSU - **Care Ask Connect suicide prevention** | Aug 2024.
- Certificate of Appreciation, HCL Tech - **Extraordinary Service** and the **Best Fresher** | Apr 2024
- Certificate of Accomplishment, HCL TSS - **Tech Bee HCL's Early Career Program** | Oct 2023