

# SUBHANKAR DEY

Yekaterinburg, Russia  
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## Education

- **Maulana Abul Kalam Azad University of Technology, West Bengal, India** 2018  
Bachelor's Of Computer Application  
70%
- **Ural Federal University (URFU)** 2022  
Russian Language Course - A2  
81%
- **Ural Federal University (URFU)** 2024  
Masters In Artificial Intelligence  
Currently Pursuing

## Experience

- **Cognizant Technology Solutions** 26.06.2018 - 18.07.2021  
Programmer Analyst  
From my professional experience : I have a good understanding of business requirements and client handling skills, with practical expertise on handling critical business issues, critical analytical skills and nevertheless, have a knowledge of good team player with a strong interpersonal and communication skills.  
  
According to my previous experience, I have understanding of :  
1. Responsible for in-scope Event Management, Request Management, Incident management ( level 1 & level 2 resolutions). Responsible in the Application Management for more than 3 years.  
  
2. Have knowledge on E-commerce payment management system, responsible for solving the issues related to the seller's payment, alongside worked on other CS tools.  
  
3. Worked on retail, ecommerce projects, handling tickets based on business SLA and resolutions based on SOP and KPI documents. Familiar with ticket handling tools such as Jira, Service Now.  
  
Projects - TJX Companies & eBay INC. (North America division)
- **Yandex** 11.11.2022 - Currently working  
Support Specialist  
Working as a Support Specialist in Yandex Taxi services for international client support. Have profound experience in user handling and urgent/emergency incident management. Responsible for solving the issues related to the rider's and driver's request, alongside works on emergency and urgent services for critical incident management.  
Familiar with ticket handling tools such as Chatterbox (Yandex product)
- **Ural Federal University** 09.12.22 - Currently working  
Lab Researcher  
Working as a research assistant in the AI lab of the Department of Information Systems and Technologies at URFU. Working on an Ophthalmology Decision Support System for adult patients that analyzes electroretinography (ERG) signals. The goal of this project is to create methods for forming complexes of diagnostically important ERG parameters as well as decision support algorithms for diagnosing retinal diseases.

## Skills

- Customer Support Services
- Application support and monitoring
- Ticket Handling
- Incident Management
- Web Development
- Communication & presentation skills

**Achievements & Awards**

- Star Of AVM Award : Award for going extra mile to achieve the desired Business Results.
- AVM Spot Award : Award for exceptional performance and occupational commitment.
- TJX Award (client award) - Awarded with the TJX Appreciations Award in Cognizant for excellent performance.

**Languages**

- English - Advanced (C1)
- Russian - A2

**Activities**

- Content Creation, Volunteering, Photography, Film Making, Music