### Career Objective:

Seeking a challenging position in a reputed organization where I can learn new skills, explore my knowledge, and leverage my learnings. To get an opportunity to drive the growth and success of the company while allowing me to further develop my professional skills and advance my career goals.

Priyanka A V

+919663164449

avpriyanka31@gmail.com

### Qualification:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Course** | **Discipline** | **School/ College** | **Board/ University** | **Year of Passing** | **Percentage** |
| B.Sc. | PCM | BMS College for Women, Bangalore | Bangalore University | 2020 | 85.25% |
| PUC | Science | Sahyadri PU College, Kolar | Karnataka Board | 2017 | 88.33% |
| 10th Std | SSLC | Amar Jyothi High School, Mulbagal | Karnataka Board | 2015 | 91.04% |

### Work Experience:

**Working as a Process Associate at TCS Limited, Bangalore from May 2021 to Present**

**Client :** Gas Company

**Environment** : Incident management, Control-M, Remote Desktop Connection, Service Now

**Responsibilities:**

* Incident management.
* Provide analytical/problem solving for level 2 production batch processing for Control-M.
* Monitor tidal jobs and follow runbook instructions for failures, late or long running jobs.
* Perform ad-hoc requests for releasing, holding and loading new jobs into the scheduler.
* Involved in bridge calls for high priority production issues and weekly server maintenance
* Investigate root causes of individual and departmental performance issues and work with team member to agree upon corrective action.
* Manage time effectively, meet personal goals & work effectively with other members of the distribution team.
* Train & Mentor new employees.
* Evaluate performance against SLA.

### Software Skills:

* Control – M
* Remote Desktop Connection
* Core Java
* SQL
* System - All Windows OS
* Packages - MS Office Basic

### Declaration:

I, PRIYANKA A V, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

### Interests:

* Listening Music, Movies and Television
* Gardening
* Cooking

### Personal Details

Father’s Name : Mr. Venkataramappa.K

Birthday : August 31, 1999

Gender : Female

Marital Status : Single

Nationality : Indian

Languages Known : English, Kannada, Telugu

Address : Peddur Village, Mustoor Post, Mulbagal Taluk, Kolar District - 563132

### Personal Traits:

* Sincere, Dedicated & Hard working
* Can work effectively in a team.
* Can adapt to the changes in work environment.
* Energetic and Creative

Date: (PRIYANKA A V)