Kavya Bai.C

Finance,Human Rsource (Specialization)

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**WORK INFORMATION: from 16th June, 2016 till date (2.5 years)**

**16th June-2016Tata Consultancy Services:** **System Associate: Till date**

Currently associated with **Tata Consultancy Services** as **System Associate**

* **Objective:**
* To associate with an organization that promises a creative career in progressive environment so to enhance my knowledge and skills in the state of new technology and be a part of the team that excels in work towards the growth of organization.

Project: E&Y

* **L1 Roles & Responsibilities:**
* Working on Service Now ticketing tool.
* Handling L1 tickets.
* Creation and setup of mailboxes in Exchange Management Console (EMC).
* Creation of distribution lists in outlook.
* Creation of shared mailboxes.
* Taking backup of mailboxes, migration of mailboxes.
* Creation of AD accounts, deletion and updating the account.
* Also resets and unlock the AD accounts.
* To provide solution to end user based Upon SLAs.
* To meet daily requirement of Client SLAs.
* To give training for associates on account management.
* To cascade information about products or any issue/update in floor with associates.
* An analytical approach to identifying issues and solutions
* Deals with, RSA Token, Symantec Encryption Server
* Works on the issue related to SCCM, lotus notes, IE, Outlook, MS Office, Lync etc.
* Creation of incidents and service requests with the proper documentations.
* Tracing for the tickets to record the progress.
* Works on the citrix virtual desktop.
* Works on the Macros and Addins related issues.
* Handles with the network connectivity issues.
* Creating the Secure mail account and troubleshooting.
* Updates the incidents and service requests in regular basis keeping track of SLA.
* Constantly stay in touch with different teams in order to close the case in time and maintain SLA.
* Wired and wireless connectivity issues
* Creating, disabling and administering user accounts including password resets using AD
* Troubleshooting software’s like outlook, MS office and other basic necessary applications.
* Configuring Secure mail application in IPhone and IPad & Android.
* Troubleshooting login issues, profile issues, Network drive issues.
* Creating the KB documents for new issues after resolving the problem
* Manual installation of firm supported software and mapping of shared drive and firm network printers

Educational Qualification

* Master business administration - by Lorven education center (Bangalore university) Specialization in Finance and HR- 2016-2018
* Bachelor of Commerce-by BMS College for women (Bangalore university) Specialization in finance -2013-2016
* Pre University Course – Commerce in BMS college for women By Department of Pre-University Education Board Bangalore (India)-2013.
* S.S.L.C in Vidya High School by Karnataka Secondary Education Board Bangalore (India)-2011

**Extracurricular activities :**

* Presented Research paper in National level seminar conducted by college for Change in companies Act 1956 - 2013.
* Presenting power point presentations in College.
* Taking initiatives for the cultural fest.

**Academic project :**

* Project Title: “Employee training and development at Sagar hospitals.”
* Project Area: Human Resource
* Company: Sagar hospitals

**Internship :**

* Firm name: Canara Bank
* Project: A study of nonperforming assets a canara bank
* Firm name: Sagar hospitals.
* Project : Employee training and development at Sagar hospitals

**Strengths :**

* Positive attitude and enthusiastic in a teamwork.
* Ability to handle crunch situations & adapt to any environment and under pressure.
* Time-bound completing assigned work.
* Punctuality, patience & managerial skills.
* Believe in hard work.
* Self-confidence and
* Goal oriented person.

Personal details

* Date of Birth : 02-01-1996
* Father Name : Late Chandra Singh.
* Gender : Female.
* Language Known : English, Hindi and Kannada.
* Permanent Address : #848,14th main, 51st Cross, Kumarswamy
* Layout Bangalore -560078.
* Marital Status : Single.
* Nationality : Hindu.

**Declaration**

I hereby declare that the details furnished above by me are correct and true to best of my knowledge.

Date:

Place: Bangalore . (KAVYABAI. C)