**DIKSHA** **PANDEY E-mail:** [diksha0799@gmail.com](mailto:diksha0799@gmail.com)

**Phone (M): +91 9140587454**

**CAREER FOCUS**

Commerce graduate with efficient analytical skills and leadership capabilities who always likes to take initiative and seek out new challenges and always aim to work for an organization where my skills can be utilized to its full potential and refined for achieving organizational goals and I can acquire useful experience for my professional career.

**EDUCATIONAL QUALIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Examination | Board | University/School | Passing Year | Percentage |
| B.Com | Lucknow University | National P.G. College | 2020 | First Division |
| Intermediate | C.B.S.E | CANOSSA SCHOOL | 2017 | 95.4% |
| High School | C.B.S.E | CANOSSA SCHOOL | 2015 | 89.3% |

**TECHNICAL SKILLLS**

* Computer Concept (CCC) Certification
* MS Office (Word, Excel, PowerPoint)
* Active Directory
* ITIL Knowledge
* Financial Analysis
* Operations Knowledge.
* Problem Management
* Incident Management

**INTER-PERSONAL SKILLS**

* Quick Learner
* Critical Analytical Skills
* Efficient Communication Skills (Verbal and Written)
* Multitasking
* Team Player
* SEO-based Article Writing

**WORK-EXPERIENCE**

***HCL Technologies Ltd, Lucknow***

***January 2021- Till Present***

**Job Profile – Analyst**

**Profile Summary:**

* **Process Team (Major Incident Management)** wherein handled various major impactful case scenarios and established coordination through bridge calls between the management, support teams and client to get the issue resolved at the earliest with no escalations.
* Documentation and Reports Creation and their Analysis.
* Conducting Root Cause Analysis for Major Incidents and finding out best resolutions to avoid such happenings in future.
* **FSO (Field Support Operations) Team** wherein handled various FSO projects and ensured coordination between the vendor, client and support teams. Taken care of the Billing files and escalation matrixes and always moved forward with proactive approach to save major business impact.
* Resolved user complaints through strong written and verbal communication skills. Have knowledge of working with tools like Service Now(SNOW), Active Directory, Microsoft System Center Configuration Manager (SCCM), SharePoint, Microsoft Excel, Word, PowerPoint.
* Provided training to junior subordinates.

**Hobbies:**

* Reading and Writing
* Sports
* Dance

**Personal Details:**

* Date of Birth: 7th April 1999
* Languages Known: English, Hindi
* Marital Status: Single
* Permanent Address: Lucknow (U.P.)

**DECLARATION**

I confirm that the information provided by me is true to the best of my knowledge and belief

DIKSHA PANDEY