





VIVEK KUMAR JHA

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SUMMARY

A highly skilled and motivated technical support professional with 5.4 years of experience in providing top-tier customer service and technical assistance in Murex domain. Proven ability to diagnose, troubleshoot, and resolve complex technical issues efficiently. Strong communication skills combined with a deep understanding of software systems, network configurations, and IT infrastructure.

PROFESSIONAL EXPERIENCE

ACS (1-S)

Conneqt Business Solution | Jun 2024 - Till (Client-Bharatpe)

- Experienced Swipe Network Support Specialist with expertise in maintaining and troubleshooting network systems.
- Skilled in diagnosing and resolving connectivity and transaction issues for seamless operations.
- Proficient in network monitoring, performance optimization, and security protocols.
- Strong understanding of POS systems, payment gateways, and financial transaction networks.
- Ability to provide technical support and training to users for enhanced system efficiency.
- Adept at collaborating with teams to implement network upgrades and improvements.
- Excellent problem-solving skills with a proactive approach to minimizing downtime.

ATL (SME-U2)

Tech Mahindra | Jun 2022 - Jan 2024 (Client-Flipkart)

- Lead a team of 10+ technical support specialists, ensuring timely and efficient resolution of technical issues for over 1,000 users.
- Develop and maintain documentation, knowledge base articles, and user guides for common issues and solutions.
- Increase productivity by using software to organize, track bug patches, and add feature requests.
- Diagnose and resolve hardware, software, and network issues, ensuring minimal downtime.
- Collaborate with IT teams to implement new software and hardware solutions.
- Trained new employees on company IT policies and procedures.

Tech Support (ASC-U1)

Tech Mahindra | May 2019 – Jun 2022 (Client-Bharti Airtel & Airtel payments bank)

- Handled confidential documents and maintained their proper organization.
- Proficient in Murex Test case preparation, planning, and execution.
- Prepare Murex Test Strategy, and Test Execution, and report the progress across Murex Streams.
- Responsible for integrating Murex with downstream systems and infrastructure, services, and security management.
- Handled internal and external escalations and provided resolutions to the queries raised.
- Communicate effectively with end-users, Test Team, and management to provide status updates, reports, and recommendations.
- Provide advanced technical support and troubleshooting for software, hardware, and network issues.

EDUCATION

Dr. A. P. J. Abdul Kalam Technical University

- B-Tech, ECE, 2012 – 2016

CERTIFICATIONS

- Python Full Stack Developer Certification from Ducat Training Institute. | Feb 2024 – March 2025

Programming/Scripting

- JavaScript
- Python

SKILLS

Web Development

- HTML
- CSS
- React JS
- Django

Database Management

- SQL
- MongoDB

Networking

- TCP/IP
- DHCP,
- VPN
- LAN/WAN