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| Priyanka K  Quick Learner - Positive Attitude - Problem Solver - Committed to Making a difference .  As an energetic and responsible professional, I am passionate about problem-solving. Passion and diligence are two traits that I believe most reflect me as an individual. Passionate to work in the IT industry.  **EXPERIENCE**  **L1 Analyst (Business Associate),** Cognizant Technology and Solutions (Payroll of VertX Solutions)-*Chennai (WFH)*  December 2020 - PRESENT  Used critical thinking to break down problems, evaluate solutions and make decisions.  Duration: December 2020 to April 2021  **First Project Name: Row Team**  **Description:** Asset management and recovery, BMC Remedy tool used and conversation through mail.  **Project Name:** Remote Infrastructure Management (RIM) & Global Support Desk(GSD)  **Duration:** July 2021 to Dec 2021  **Operating Systems:** Windows all versions    **Tools:** BMC Remedy, Active Directory, Unlock Tracker and some utomation Links, Azure accounts, Onperm & Autopilot Assets.  **Description:** Handling tickets in a speciﬁed time interval, depending on the priority level. Follow up of tickets, Resolved more incidents.  ● Active Directory, Asset reset and Reconfiguration, Azure Domain join and rejoin, Password resets, Account activations, Managing user access, Policy management.  ● Software installations with a veriﬁed request and uninstallations, Driver installation and up-gradation. Patch management, Onedrive backups, system logs.  ● Troubleshooting Issues related to Citrix, VMware, O365, MS Teams, Outlook, VPN, Cisco Any Connect, Browser related, Hardware related issues, DNS, Monitoring system performance etc.  ● Performing compliance & Security tasks, group policy updates, policy restrictions related  to the project.  ● Transferring tickets to the right team & getting support from the right team.  ● Remote Support using WebEx support, MS Teams, WebEx, LogMeIn. EDUCATION **B.E in Information Technology**, velammal Engineering college,  chennai(Anna University, Chennai)  JUNE 2016 - SEPTEMBER 2020  **HSC**, Sethu Bhaskara Matriculation. Hr. Sec. School - Chennai  JUNE 2014 - MAY 2016  **SSLC**, Sethu Bhaskara Matriculation. Hr. sec. School - Chennai  JUNE 2013 - MAY 2014 **CERTIFICATION TRAINING** ● Certificate from “THE ACADEMIC COUNCIL OF NIIT” for completing Course titled “ PROGRAMMING IN JAVA”.  ● Pass in the Cambridge Level II Certification in ESOL International (Business  Preliminary).  ● Workshop on Android Application Development at Velammal Engineering  College on 8th August 2017.    ● Workshop on Game and Hack From WIKITECHY on 29th July 2018. | No 3, 16th first left street,right street,Saravana nagar, manikandapuram, Thirumullaivoyal, chennai. pincode-600062  **(+91)9962753714**  [**Priyankapnr789@gmail.com**](mailto:Priyankapnr789@gmail.com) **PERSONAL DETAILS****Date of birth** 18 Feb 1995    **Marital status**  Single (Female) **TECHNICAL SKILLS** ● HTML5, CSS3  ● Networking issue  ● Email & Documentation Customer  Support Services. **PERSONAL SKILLS** ● Good Communication Skills  ● Problem Solving and Decision  Making  ● Quick Learner  ● Adaptability and  Flexibility  ● Patience and Stamina  ● Work within Limit **LANGUAGES** English (C1)  Tamil (Regional) **INTERESTS** ● Reading Book    ● Painting  ● web surfing |
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