Kasif Zama

LinkedIn

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ANALYST

Experienced I.T. professional with **4 years** in **Techno-Functional** roles. Committed to establishing a single source of truth for your data. Expertise in optimizing processes and enhancing efficiency. Hands on experience with strong hold on **server, ITIL process**.

EXPERIENCE

Tech Support   Nov 2023 – Present
Coforge(Client - Commonwealth (CBA))   *Bengaluru, Karnataka*

- Provided first-level technical support to end-users, addressing hardware and software issues promptly.
- Troubleshoot and resolve IT-related problems, escalating complex issues to the appropriate teams when necessary. Collaborate with cross-functional teams to ensure timely and effective problem resolution.
- Managed and prioritized a high volume of support tickets, consistently meeting or exceeding service level agreements.
- Collaborated with the IT team to implement system upgrades and enhancements.
- Conducted regular system audits to ensure compliance with security protocols.
- Assisted in the development and documentation of IT support procedures.

Track IT & Cpv Analysis   Aug 2019 – Nov 2022
Merck   *Bengaluru, Karnataka*

- Implemented system upgrades and patches, ensuring continuous system optimization and compliance with industry standards.
- Collaborated with Quality Assurance and Regulatory Affairs teams to customize TrackWise modules to align with company processes and regulatory requirements.
- Analyze alerts and ensure swift resolution . Generate and deliver detailed reports to site leads.
- Administered and maintained the TrackWise system, ensuring optimal performance and data integrity.
- Responsible for Design, develop, test, document and deliver the Business requirements related to STATISTICA workflows
- Diligently managed end-to-end application deployment, upgrade, enhancement, and hotfix implementation processes as per business needs and requirements.
- Responsible for delivery of various ITSM services like Incident Management, problem Management, Change and Release management.

TECHNICAL SKILLS

- **Service Now,HSPM,CMDB,IIS,Oracle**
- **Server, ITIL Process,Application Support,Incident Management, Level 1 - 2 support**
- **Client Interaction, Communication skills**

EDUCATION

Padmanava College Engineering   Rourkela, Odisha
Bachelor of Science in Computer Science   *Aug 2015 – June 2019*

Saint Paul's, ISC   Rourkela, Odisha
Science & Mathematics   *May 2014*

LANGUAGES

- **English - Fluent**
- **Hindi - Fluent**