RESUME

Gurjeet

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CAREER OBJECTIVE

To become a successful professional in the field of Information Technology and to work in a competitive world where I can utilize my skills, efforts and hard work for the organization’s growth and my personal enhancement.

EDUCATIONAL QUALIFICATIONS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Degree/Certificate | Name of Institution | University/Board | Year of passing | Percentage |
| B.Tech (Computer Science) | Pranveer Singh Institute Of Technology | Uttar Pradesh Technical University | 2013 | 75.84% |
| 12th | Mariampur Senior Secondary School | C.B.S.E | 2009 | 67% |
| 10th | Mariampur Senior Secondary School | C.B.S.E | 2007 | 84% |

TECHNICAL SKILLS

Database : My SQL

Language : C,C++, Core Java, HTML

Software : Microsoft Office

Operating System : Windows

WORK EXPERIENCE

Worked with Accenture since 31st January 2014 as “L1 Support Engineer” as a contractor from “Trigent Software Limited” till 6th September 2015

Worked on the payroll of Accenture since 7th September 2015 as “ IT Operations Associate” as an Employee from “Accenture” till 17th October 2016.

KEY SKILLS

• IT professional with almost 3 years of experience in the field of IT focusing on Customer Service, Service management, Incident Management.

• Strong ability to communicate clearly and appropriately with technical and non-technical end users.

• Mentoring new Team members and imparting process knowledge along with enhancement of verbal and writing skills.

• Meeting Process Requirements and SLA’s during critical situations.

• Raising Change requests for knowledge base enhancement and future business strategies.

• Flexible to work in 24\*7 environment and handle multiple projects at the same time.

• Working with Active Directory and Provisioning console for Global account creation for Clients.

Roles and Responsibilities -

• To respond to the incidents / issues reported by user predominantly through Voice Interaction and also through email, chat & remote support

• To identify, investigate and diagnose the issue and take necessary action which resolves or assigns the issue to right assignment group.

• Follow the incident life cycle as defined by process – logging the incident with proper priority, categorization and documentation, performs follow up on all necessary incidents as defined in process with customer and support team to ensure timely closure.

• Work with the Incident management team in case of high priority Incidents and bring them down to closure within accepted level(s) of SLA.

• Handling Escalations/ P1 /Critical Requests, identifying gaps and suggesting process changes to update the process.

• Driving the efficiency and effectiveness of the incident management process.

• Working as Tier 2 for logging incidents & for remedy on escalated tickets/incidents.

• Proficient in troubleshooting of website for different browser issues.

Training/Certifications:

• Active Directory

• Outlook 2010

• ITSM

• Windows 7

QUALITIES

• Hardworking

• Confident

• Able to work in a team

• Flexible and adaptability

ACHIEVEMENTS & CO-CURRICULAR ACTIVITIES

• Having certification in C from Microsoft IT Academy.

• Organized quiz named Parivartan for the Computer Science Department.

• Taken part in various college Tech fest Ignitia.

• Educational tour at Infosys Chandigarh 2011.

PERSONAL INFORMATION

Date of Birth : 10 DEC,1991

Gender : Female

Marital Status : Married

Nationality : Indian

DECLARATION

I hereby declare that the above furnished information is true and correct to the best of my knowledge.