

SURAJBHAN PANDEY

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1st April 1995

OBJECTIVE

To acquire a challenging and responsible position in an organization based on my qualification that promotes Creativity, nurtures innovation and provides a learning environment to sharpen my skills and potential for contributing effectively towards the objectives of the organization.

EXPERIENCE

- **Tech Mahindra** 01-08-2016 - 30-08-2017
Executive
1.Resolving Customer query via ticketing tool Salesforce.
2.Application Troubleshooting.
3.Experience of good client interaction and to deal with their requirements.
4.Exposure to ITIL.
- **EaseMy Trip** 01-09-2017 - 30-06-2018
Technical Support Executive
1.Resolving customer query via ticketing tool kayko and also handling Galileo and Amadeus applications for airline work.
2.Application Troubleshooting.
3.Handling Refund Application(Ex. Payz App, Hdfc payment Gateway, Paytm, Pay U, etc)
4.Cancellation.
5.Social Media Escalation.
- **Globtiter Infotech Pvt Ltd.** 01-11-2018 - 30-06-2020
Business Application Support Engineer
1.Working as a Business Analyst for ITSM tool Remedy and contributed in some development activities too.
2.Experience in LINUX Operating System , using Putty.
3.Handling B2B process documents, Responsible for handling document exchange with Internally and partners.
4.Having good knowledge of OVO tools for the application server monitoring.
- **Dxc Technology** 17-07-2020 - Till Now
System Administrator
1.Technologies: SAP system, E2, VB, WEB based applications, Remedy, SQL, Linux. Quality & Product Life Cycle Management domain in Business Analysis and Support, and IT Service Management.
2.Providing the support over 50 application and responsible for issues related application over phone calls and remedy incident.
3.Helix Reporting.
4.Reporting on Power BI
5.Exposure of OMI Monitoring Tool.
6.Coordinating with onsite project & design teams regarding the support requests & bug fixing.
7.SAP Administrator.
8.Strong software debugging and troubleshooting skills.

EDUCATION

- **MAHARISHI ARBIND HIGH SCHOOL**

2010

Matriculation

62

- **SGD MODERN SCHOOL**

2012

Intermediate

66

- **WEST BENGAL UNIVERSITY OF TECHNOLOGY**

2016

Bachelor of Technology

73

SKILLS

- SQL , Linux , Helix , Monitoring Tool , Power BI Desktop , Excel.

PROJECTS

- **Wireless energy meter reading via GSM.**

LANGUAGE

- English,Hindi & Bengali

ACHIEVEMENTS & AWARDS

- Won 2nd prize in ROBO ZEST, a manual robotic event at AAKAAR 14, Technical festival of IIT MUMBAI.