RUCHI TIWARI

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Career Objective:

Actively seeking an opportunity to utilize my technical and analytical skills in a progressive organization while being resourceful and flexible.

Experience:

Senior Technical Support Associate   **1st November 2019- Present**

NTT DATA, Gurgaon NCR, Haryana.

Key Qualifications & Responsibilities:

- Supported customers with basic technical support for current and past software releases.

- Responsible for coordinating service and development to provide solutions to customer problems. This included providing problem analysis and driving timelines.

- Escalated help desk tickets to Level 2 / Tier 2 support and coordinated with Level 1 technical support specialists to take over calls outside their level of support.

- Using issue tracking, including BMC Helix RTMS, SOM and other case management systems, for problem identification, documentation, tracking, and resolution

- Mentoring for customer support engineer new-hire onboarding, training, and shift integration.

Key Skills:

- Software Troubleshooting & Problem Solving
- Phone & Email Technical Support
- BMC Helix IT Service Management (ITSM) Software
- Service operation management (SOM)
- Communication & Interpersonal Skills
- Creative Thinking Skills

SFDC Skills Sets:

- **Salesforce Objects**
  Standard Objects, Custom Objects, Schema Builder,Master Detail and Lookup Relationship
- **Process Builder**
  Automate Business Processes, Importing Data, Exporting Data Reports, Dashboards
- **Data Security**
  Control Access Org, Role Hierarchy,Control Access Objects, Fields, Records
- **User Management**
  User profiles and permission,Data Management- Validation rules, Feild customiszation
- **WorkFlows and Validation Rules and Permission Sets.**

Certification:

ITIL 4 Foundation Certification

Salesforce Certified Administrator
Credential ID – 21745979

Education & Qualification:

Bachelor's in technology: Computer Science & Engineering BBD-NIEC Lucknow	70 %	**2019**
Senior Secondary Certificate: Rani Laxmi Bai Mem School Lucknow, CBSE Board.	67%	**2015**
Higher Secondary Certificate: Rani Laxmi Bai Mem School Lucknow, CBSE Board	9.2 CGPA	**2013**

Training & Certificate:

- **Indian Oil Corporation Ltd. (IOCL), Lucknow, India** **06/2018-**
  Summer Training - Responsibility included connecting IOCL employer. **07/2018**

- **NIIT Technologies, Lucknow, India** **06/2017-**
  Core Java Certificate - Enhanced core Java programming skills **08/2017**

Skills:

MS-Word, MS-PowerPoint, MS Excel, Notepad++

Programming Languages:	**HTML, CSS, Java**
Operating Systems:	**Windows**
Data Management System:	**MySQL**

Declaration:

I hereby declare that the above written are true to the best of my knowledge and belief.

Date: December 2022
Place: Gurgaon, Delhi NCR