**Anindya Acharya**

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**Summary:**

* More than 2 years of experience in Service Desk Operation and Repair Engineer
* Worked with Enterprise Support team for Major Incident Management (SMG).
* Provide consistent communications in scope of the process and services.
* Involved with Problem, Incident management process.

**Professional Experience:**

**Joined Cognizant on 3rd September 2018**

**Employer:** Growel Softech

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| **Designation /Role** | Service Desk Engineer |
| **Responsibilities** | Service Management Operations |
|  | * Incident management / Service Desk management. * Looking after day to day activities of Incident management covering Global Users * Monitor progress of incidents through to resolution, intervening where necessary to prevent delays / highlight issues / excessive re-assignment. which Includes Major and high priority Incidents, Planned/ Unplanned outages, * Taking care of day to day Incident Management activities. * Daily tracking of pending tickets and follow-up with the End User and Tech. * Liaising with onshore team for project related activities. * Handling P1, P2 and major incidents which are having global impact. * Ensuring that all the communication related to P1 & P2 is sent to the client team and senior management. * Ensuring that P1 and Major Incident management procedure is followed by the team without any lapse. * Arrange & co-ordinate conference calls during P1 & Major Incidents. * Engage the right teams during all the high priority issues. * Align with Quality Manager to find the process improvement areas. * Ensuring minimum breach of tickets. * Helping other process managers like Change and Problem Manager. * Suggestions on service improvement and performance improvement. * Manage Users and Resources in Active Directory |

**Joined Accenture on 29th August 2016**

**Employer:** Magna InfoTech

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| **Designation /Role** | Service Desk Engineer |
| **Responsibilities** | Service Management Operations |
|  | * Incident management / Service Desk management. * Looking after day to day activities of Incident management covering Global Users * Monitor progress of incidents through to resolution, intervening where necessary to prevent delays / highlight issues / excessive re-assignment. which Includes Major and high priority Incidents, Planned/ Unplanned outages, * Taking care of day to day Incident Management activities. * Daily tracking of pending tickets and follow-up with the End User and Tech. * Liaising with onshore team for project related activities. * Handling P1, P2 and major incidents which are having global impact. * Ensuring that all the communication related to P1 & P2 is sent to the client team and senior management. * Ensuring that P1 and Major Incident management procedure is followed by the team without any lapse. * Arrange & co-ordinate conference calls during P1 & Major Incidents. * Engage the right teams during all the high priority issues. * Align with Quality Manager to find the process improvement areas. * Ensuring minimum breach of tickets. * Helping other process managers like Change and Problem Manager. * Suggestions on service improvement and performance improvement. * Manage Users and Resources in Active Directory |

**Joined IQOR Global Service India Private Limited on 28th September 2015**

**Employer: Team Lease**

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| **Role/ Designation** | Repair Technician |
| **Responsibilities** | * After marketing services of electronics devices ( Rectifier, Mobile, STB ) * Entry level screening of electronic equipments * Testing, Soak, Boot load , Issue diagnosis ,Validation, Software update of units * L3 repair of PCB of STB, Mobile and Rectifier * Quality check * Day to day ESD measurement. |

**Industrial Training**:

* Industrial training on “electricity distribution” from Howrah communication unit.

**Academic Qualification**:

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| --- | --- | --- | --- | --- | --- | --- |
| **Qualification** | **Percentage of marks obtained**  **( % )** | | **Board** | | | **Year** |
| B.Tech in Electronics & Telecommunication Engineering | | 7.25 | MAKAUT/WBUT | | | 2019 |
| Diploma in Electronics & Telecommunication Engineering | | 73.9 | WBSCTE | | | 2015 |
| Higher Secondary | | 55.8 | WBCHSE | | | 2012 |
| Secondary | | 72.75 | | WBBSE | 2010 | |

**Objective**:

To grab an opportunity to work in an innovative and challenging environment equipped with state-of-the art technology that enhances my skills and knowledge and my drive to succeed will be an asset which will help in the growth of the organization and mine as well.

**Strengths:**

* Incident Management / Problem Management / Service Desk Knowledge
* Possess considerable knowledge of ITO environment/services and operations
* Excellent Customer Relationship skills
* Quick learner
* Complete awareness of team culture and ability
* High Level of commitment and sincerity
* Integrity
* Good teamwork and leadership capabilities
* Good communication skill
* Eager to learn

**Personal Profile:**

* Father’s Name :MR. ASHOKE ACHARYA
* Language Known : English (write& speak), Bengali (write& speak),

Hindi (speak)

* Nationality : Indian.
* Hobbies : Listening music, swimming, Singing

**Declaration:** I do hereby declare that the above information furnished is true to the best of my knowledge.