

**ANAND AGRAWAL**

**Date of birth : 23-JUNE- 1997**

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## **Objective**

To achieve a challenging position as a professional, where I can use my technical and management skills to contribute to the growth of organisation and myself.

## **Experience**

**2020 to 2022 :Working in HCL (1.5 years )**

## **Education**

**2016 to 2020: Bachelor of Engineering (B. Tech)- Computer Science & Engineering College:  
Hindustan College of Science and Technology,Mathura**

AKTU

**CGPA : 7.69**

**2015 to 2016: 12th Standard**

**John Milton Public School**

Central Board of Secondary Education (CBSE)

**Percentage: 74.20%**

**2013 to 2014: 10th Standard**

**Delhi Public School**

Central Board of Secondary Education, (CBSE)

**Percentage: 76%**

## **Projects (Working in HCL on IHG: Hotel and Resort project )**

### **Cawa CA Workload Automation:**

- According to the mail received on IHG project ID, use to force complete and resubmit the job according to the mention job id and generation number.
- Used to trigger,suspend,hold and release the application in the prod .
- Clean the job in the QA which are in the application wait state .
- Used to work in Service Now ticketing portal .
- Worked on 2 types of ticket IY-GLBL-CAWA (user ticket ) and IY-GLBL-OCC-CAWA.
- Providing support to users/administrators of our platform. Supporting and contributing to the growth of best practices for delivery of support services.
- Understanding our platform, Cloud technologies and troubleshooting practices to ensure successful resolution of challenging technical situations.
- Acting as a customer advocate, prioritising and managing assigned cases and escalations in queue with little or no supervision.
- Engaging with the cross functional teams like operations and engineering to build, drive and improve tools and processes for quicker issue resolution.
- This includes being the last point of escalation within the customer support department .
- Hands-on experience and strong architecture knowledge of the ServiceNow applications including:
  - - Incident Management
    - Change Management
    - Knowledge Management

## Awards & Achievements

- ✓ Participate in CHIMERA-X (National Level Quiz held by SVNIT).
- ✓ Attend “Programming Workshop”Conduct byPPIT.

## Hobbies

- ✓ Internet Surfing
- ✓ ListeningMusic

## Personal Details

**NAME:** Anand Agrawal

**PERMANENT ADDRESS:** 84, Defence Estate,  
Agra, U.P.(India)  
Pin Code: 282001

**FATHERS NAME:** Mr. SubhashAgarwal

**DOB:** June 23’1997

**GENDER:** Male

**BLOOD GROUP:** B+

### Declaration:-

I hereby declare that above information is true and genuine to best of my knowledge and belief. I bear responsibility for correctness of above mentioned particulars.

Date: 8-September Anand Agrawal