

**APPLICATION SUPPORT LEAD:**

**COMPANY NAME- Conneqt Business Solutions Ltd. ( Client Name - TCS)**

**Project**: **Income Tax Business Application | Nov 2014 – present**

* Independently handling Income tax Business Application Help Desk team as lead, which comprises of 30 team members and which it includes various kind of users support like telephonic support, email support, remote desktop support, which are all captured and managed through the well-known CA Service Help-Desk management tool.
* End to end support to user / client for Business Application issues, Email Application issues, RSA authentication issues, VPN Login issues, HRMS application issues, FTP Server issue, DSC issue and as well all tax related functional issues being faced by the users.
* Consult with users, management, and technical personnel to clarify business issues, identify problems and suggest changes/solutions.
* Assist with troubleshooting and issue resolution related to current business applications as well as providing the assistance to the development team,
* Also handling the SLA management (ITIL) for Income Tax Project for Tata Consultancy Services.This project is purely technical where we need to work on certain pre- defined SQL query for analyzing the production issue related to Income tax Return, Refund, Challan etc.
* Nature of work is checking data flow as well as functional flow of Application and issue related to it.
* Analyze the ticket details from the application system or application database and inform the various application technical L-3 teams through mail about the pending ticket status time to time.
* Also supporting Income tax applications like RSA authentication token, Portal Login, PAN, ITBA Assessment, Network issues Support and PeopleSoft HRMS applications ( PIS, Position Management, Leave, Performance Management and Payroll Management ) user’s issues by taking the users system on remote or guiding over the telephone. Manage SLA.
* Providing senior management and clients heads with various kind of MIS and status reports indicating the tickets trends, pandencies, team wise performance and module wise detailed MIS reports helping them in various kind of decision making.
* Application issue resolution on self-merit and/or collaborations with clients and L-3 technical resources.
* Keen involvement in all bridge calls for production support issues along with incident management with other technical teams and other business stake holders like CPC Infosys teams etc.
* Knowledge of SQL and troubleshooting web and Java-based applications.
* Work in partnership with the Application Development technical teams to identify root cause and communicate effectively to our business partners.
* Document service requests in the Service Request Management (SRM) application, Service now, for tracking and management
* Manage the lifecycle of tickets from creation, coordination, communication to its completion.
* 6+ years’ experience in writing / debugging SQL code
* Excellent hands-on knowledge of Oracleand Java environments applications support.

**WORK HISTORY**

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* Structured Query Language
* PL / SQL
* CA Service Desk Tool
* SLA Management
* PeopleSoft ERP– HRMS Application Modules Knowledge
* MS Word,Excel,PowerPoint
* Windows 9X/XP/8/10,Linux
* Help Desk Team Management
* Client Handling
* Email Support
* RSA Support
* Complete knowledge of Income Tax Business Application Modules

Certificate in Computer

B.COM

ACADEMIC HISTORY

Anjali Jha

**Declaration:**I hereby declare that all the above-mentioned information is true to best of my Knowledge.

CONTACT ME AT

SKILLS

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PERSIONALPROFILE

IT Support professional with over 6.6 years of experience consistently recognized among top performers for TCS project. An effective communicator with dynamic interpersonal, logical thinking and analytical abilities.

ANJALI **JHA**