

RESUME

Name: SUJIT KUMAR PANDA

Contact No: 7377780998

Email Id: sujitkumarpanda45@gmail.com

● CAREER OBJECTIVE :

To utilize my technical skills for achieving the target and developing the best performance in the organization. I would like to implement any innovative ideas, skills and creativity and accomplishing the projects.

● EDUCATION :

Course	Institution	BOARD	Aggregate	Year
B.Tech	Parala Maharaja Engineering College, Berhampur	BPUT	7.5 Cgpa	2015 - 2019
+2 Science	Khallikote Junior College, Berhampur	CHSE	62.67%	2012-2014
10th	Saraswati sisu vidya Mandir, Neelakantha nagar, Berhampur	HSCE	87.16%	2012

Skills:

Good knowledge in MS Word, MS powerpoint.
Good communication skills like Hindi, English.
Hobby: Reading books, Gardening etc

Work Experience:

Worked as services IT Development senior associate in NTT Data 2 years Tools monitoring role.

Experience and good knowledge in monitoring 4 tools i.e. SCOM, Solarwind apps, Solarwind network, Oracle Enterprise Manager (OEM) along with Command Center Mailbox.

Good knowledge in verifying each and every alert in the tools and raise ticket according to priority and assign to correct team.

Experience in understanding the requirement of client and delivery accordingly.

Experience and good knowledge in raise ticket in Ivanti and BMC helix ticketing tools.

.Good knowledge in Linux Operating System.

.Resolved issues and escalated problems with knowledgeable support and quality service.

Excellent knowledge in service now and follow the SLA agreement guidelines.

Resolved issues and escalated problems with knowledgeable support and quality service.

Good knowledge in voice process and chat process.

Personal Details:

Father's name: Subash Chandra Panda

Mother's name: Sasmita Panda

Address: Alakapuri second Lane, Berhampur, Ganjam.

Pin code: 760010

Declaration:

The above informations are correct as per my knowledge.

