

ANAND AGRAWAL

Date of birth : 23-JUNE- 1997

Phone : +91 7017315294

E-M ail :anandagarwal.22june@gmail.com

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 by PPIT.

Hobbies

- ✓ Internet Surfing
- ✓ Listening Music

Personal Details

NAME: Anand Agrawal

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

FATHERS NAME: Mr. Subhash Agarwal

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