ABHISHEK SRIVASTAVA   (abhisheksrivastava148@gmail.com| +91 -7607247544)

WORK EXPERIENCE

Sabbatical   36 Months (June'21-Present)

- 3 years of rigorous training for Civil Services from June'21 to June'24

Wells Fargo EGS(India) Pvt. Ltd. – System Operations Analyst   21 Months (July'19-March'21)

Development and Cloud Enablement (DCE) Operations

- Part of the DCE support team, served as primary contact point to application/ engineering teams using devops tools.
- Engaged with senior engineers to handle support requests for access management tickets related to Jira/ confluence
- Improved the productivity of India based team by over 50% measured by their ticket count and also improved SLA consistency from 75% to 95% through combination of various techniques and methods required for it.
- Standardizing ticket assignment process and assigning based on least busy resource.
- Ensuring team sizing based on ticket volume and complexity of tickets rather than just count also ensuring discipline in the ticket management process.
- Worked closely with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
- Led cross-functional teams to analyze and understand enterprise-wide operational impacts and opportunities of technology changes.
- Automation of the ticket assignment process based on ticket type and tool type.
- Working on NLP based algorithm for more accurate assignments that is analysis based on bag of words.
- Experience in tools – Jenkins , GitHub , Jira , Confluence .
- Mentored 2 new employees, created onboarding plan and helped them come up the learning curve on DCE.

Wells Fargo EGS(India) Pvt. Ltd. - Intern   6 Months (Jan19-June'19)

- Received placement offer after successful completion of the campus placement drive by Wells Fargo, conducted on August'19.
- Developed and implemented personalized client solutions using python and C++ programming language.
- Worked closely with other team members in such tasks as troubleshooting and debugging.

TECHNICAL SKILLS

- **Programming Languages:** C, C++
- **Tools Used:** Jenkins, GitHub, Jira , Confluence
- **Operating System:** Windows

EDUCATIONAL QUALIFICATION

B.Tech (ECE)	Sikkim Manipal Institute of Technology,Majitar	7.12/10	2015-19
Class XII	Lucknow Public School, Lucknow (CBSE)	72%	2013-14
Class X	Lucknow Public School, Lucknow (CBSE)	9.4/10	2011-12

POSITIONS OF RESPONSIBILITY

Head Coordinator, Kaalrav- Annual Cultural Fest at SMIT Sikkim   2018

- **Led a team of 25** members to **organize and coordinate events** which saw a 3- day fest of around 1500 students.

Coordinator, Echelon- Department Cultural Fest at SMIT Sikkim   2017

- **Led a team of 5** members to **organize and coordinate event** at cultural night.
- Conceptualized and organized various technical events and workshops for all the interested once.

OTHERS

Coordinator, Echelon- Department Cultural Fest at SMIT Sikkim   2017

- Participated in Inter-Department Cricket Tournament and Volleyball Tournament.

Email: abhisheksrivastava148@gmail.com   LinkedIn: https://www.linkedin.com/in/abhishek-srivastava-400b61169/