Bhavna Shakya



Technical Associate and Business Analyst
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PROFESSIONAL SUMMARY

● Intend to build career with leading corporate of hi-tech environment committed and dedicated people, which will help me to explore myself and realize my potential.

Skills

- **Incident Management** – Monitoring, analyzing, and resolving incidents efficiently.
- **Change Management** – Implementing and tracking changes in IT environments.
- **Identity and Access Management (IDAM)** – Managing user identities, roles, and permissions.
- **Case Management** – Handling and resolving customer and system cases effectively.
- **Defect & Issue Identification** – Detecting, analyzing, and troubleshooting software defects.
- **Testing** – Performing functional and system testing to ensure software reliability.
- **Azure Maintenance Window Management** – Scheduling, monitoring, and optimizing maintenance activities.
- **Remedy** – Utilizing BMC Remedy for incident tracking and IT service management.

Experience:

1. ***Amdocs , Pune***

10th September 2023 – Till Date

- **System & Network Monitoring**: Monitored server, network, and application health using tools like Dynatrace, SPOG & Splunk.
- **Incident Management**: Logged, prioritized, and troubleshot issues, escalating to L2/L3 as needed.
- **Log Analysis & Reporting**: Analyzed system logs, identified potential failures, and generated incident reports.
- **SOP Execution**: Followed SOPs for troubleshooting, maintenance, and system checks. Assisted in creating and improving SOPs for better efficiency and clarity.
- **Escalation & Communication**: Coordinated with higher-level teams and provided incident updates.

- **Backup & Maintenance**: Performed routine backups, patch management, and scheduled system maintenance.
- **User Support & Access Management**: Assisted with login issues, account provisioning, and IT policy adherence.
- **Automation & Process Improvement**: Suggested monitoring improvements and supported automation using basic scripting.

EDUCATION:

Batchelor of Computer Science (BCS) From Indira College of Commerce & Science

Pass out Year - August 2023

PROJECTS:

1. *Hutchison 3G UK*

- Hutchison 3G UK, also known as *Three UK*, is a mobile telecommunications company that provides 3G, 4G, and 5G network services. It offers mobile phone services, including voice, text, and data, to consumers and businesses. The company is known for its focus on providing affordable mobile plans, as well as for its commitment to improving network coverage and speed.

2. *IDAM Three UK(B2B)*

- IDAM (Identity and Access Management) at Three UK (B2B) focuses on managing and securing the identities of users within the business (B2B) sector. This involves ensuring that only authorized individuals or systems can access specific corporate resources, applications, and data.

STRENGTH:

- Ability to learn with the team as well as Individually.
- Social and Co-operative.
- Flexible to work.
- Well disciplined
- Confident
- Technical proficiency
- Time management
- Adaptability
- Process-oriented

PERSONAL DETAILS:

- Date of birth : 09/03/2002
- Gender : Female
- Marital Status : Unmarried
- Nationality : Indian
- Languages Known : English, Marathi and Hindi.