

Ajit Jha

Bangalore, Karnataka, India • Email: ks72788@gmail.com • Phone: +91 7980751290

PROFESSIONAL SUMMARY

IT professional with over 6 years of experience as a Backend Support Engineer and Service Desk Engineer, specializing in technical support, backend system maintenance, and team leadership. Proficient in MySQL, Postman API, and ServiceNow, with a proven track record of resolving 90% of tickets within SLA. Adept at training teams, optimizing workflows, and driving operational efficiency. Passionate about leveraging emerging technologies to enhance organizational success.

TECHNICAL SKILLS

- **Databases:** MySQL, SQL Database, Databricks, Datadoghq
- **Tools:** Postman API, ServiceNow, JIRA, Coralogix, LogMeIn, TeamViewer, Bomgar, Retool, Sublimetext
- **Programming:** .NET 4.0, SQL Scripting, Basic Automation Scripts
- **IT Support:** Network Technician (N+), PC Technician (A+), Incident Management,
- **Productivity:** Advanced Excel, MS Office 2016, Outlook

PROFESSIONAL SKILLS

- Team Leadership and Training
- Ticket and Escalation Management
- SLA Monitoring and Performance Reporting
- Problem-Solving and Collaboration

PROFESSIONAL EXPERIENCE

Backend Support Engineer

CRED (91Social Software Private Limited)

Bengaluru, India

Nov 2021 – Present

- Resolve complex technical issues for users, achieving a 90% ticket resolution rate within SLA through phone, email, and remote support.
- Develop and test APIs using Postman, ensuring seamless integration and performance for lending operations.
- Write SQL queries to perform database operations, improving data retrieval efficiency by 15%.
- Create automation scripts to support internal teams, reducing manual processing time by 20%.
- Monitor SLA compliance and generate weekly performance reports for stakeholders.
- Train and mentor 10+ team members on ServiceNow and API testing, enhancing team productivity.

Helpdesk Coordinator Support Engineer (Team Lead)

Wipro Limited, Project Himalaya

Mysore, India

Dec 2018 – Oct 2021

- Provided technical support for application and desktop issues across PAN India, resolving 95% of tickets within SLA.
- Coordinated with L3 teams and clients to ensure end-to-end ticket closure, reducing escalation rates by 25%.
- Led a team of 15 engineers, managing shift rosters, training, and performance reporting.
- Trained 50+ end users and team members on web applications, improving user adoption rates.
- Handled escalations and prepared monthly reports for project managers, ensuring compliance with client expectations.

CERTIFICATIONS

- Super-Tech Best Engineer Award, Wipro (2019–2020)
- Network Technician (N+), CompTIA (2018)
- PC Technician (A+), CompTIA (2018)

EDUCATION

Bachelor of Technology in Information Technology(MAKAUT)

Aug 2014 – Jul 2018

Guru Nanak Institute of Technology, Kolkata

Higher Secondary (Class 12), West Bengal State Board

2014

Gyan Bharati Vidyapith, Kolkata

Secondary (Class 10), West Bengal State Board

2012

Gyan Bharati Vidyapith, Kolkata

PERSONAL DETAILS

Permanent Address: 13/3B Nather Bagan Street, Ahiritola, Kolkata -700005.

Marital status: Married.

Date Of Birth: 25/November/1994