

# ADITI SEAL

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DOB: 2<sup>nd</sup> July, 1997

Gender: Female

Languages Known: English, Hindi, Bengali

Location: Bangalore, India



*Results-oriented and strategic-minded Information Technology Specialist with over 3 years of experience in driving operational efficiency and productivity. Proven track record in streamlining processes, optimizing resources, and implementing innovative solutions to achieve organizational goals.*

*Seeking a challenging role to leverage my expertise in operations management, team leadership, and business development.*

## WORK EXPERIENCE

- **Infosys Technologies Pvt Ltd (2021 – Present)**

Designation – Information Technology Specialist (IT Specialist – Dev & Ops)

Nature of Job –

- 1st project:

**Software Development:** Collaborating with clients and stakeholders to understand their requirements and translating them into functional software solutions. I was responsible for designing, coding, testing, and maintaining software applications, ensuring their efficiency, reliability, and adherence to industry best practices.

- 2nd project:

**Incident Management:** Responding to and resolving IT incidents reported by users, both internally and externally. I was responsible for promptly addressing and resolving technical issues, either independently or by coordinating with other IT teams.

**Technical Support:** Overseeing and managing operations utilizing tools like ServiceNow and Java, while maintaining client interactions.

- **Flipkart (April 2021 – August 2021)**

Designation – Customer Service Specialist

Nature of Job –

- Handling customer calls and providing assistance in a professional and courteous manner. Ensured that customers' inquiries were resolved promptly, aiming to achieve high customer satisfaction.

- Responding to customer emails promptly and professionally. Excellent written communication skills allowed me to maintain clear and concise email correspondence while ensuring customer satisfaction.

- Engaging in real-time conversations with customers through chat platforms. Used my multi-tasking abilities, typing skills, combined with product knowledge, helped me deliver efficient and satisfactory support.

- **Cognizant Technology Solutions (August 2020 – March 2021)**

Designation – Technical Support Specialist

Nature of Job –

- **Incident Management:** Responding and resolving IT incidents reported by end-users through various channels such as phone calls, emails, chats, or a ticketing system.

- **Technical Support:** Assisting end-users with technical queries, software installations, hardware configurations, and system upgrades. Guided non-technical users through the issue resolution process.

- **Customer Service:** Delivering exceptional customer service by maintaining a professional and courteous approach in all interactions. Taking ownership of customer issues and requests while resolving the issue.

- **Documentation and Knowledge Management:** Maintaining accurate records of incidents, resolutions, and troubleshooting steps in the organization's knowledge base or ticketing system. This helped in building a comprehensive knowledge base and enabled the team to resolve recurring issues efficiently.
- **Collaboration and Communication:** Collaborating with other IT teams, including infrastructure, networking, and applications, to resolve complex technical issues that required cross-functional expertise.

## POSITION OF RESPONSIBILITY

- Handled clients in emergency situations and taken ownership of customer issue and provided effective solutions.
- Did research and troubleshooted issues within SLAs.
- Guided non-technical users through the issue resolution process.
- Handled job failures, investigated them, and provided with an optimum solution.
- Documented knowledge in the form of knowledge base, tech notes, and articles for future references.
- Followed standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Collaborated across teams for application enhancements.
- Worked as the head-coordinator of my team.

## SKILLS

- **Business Skills –**
  - Communication and Interpersonal Skills
  - Team Leadership
  - Customer Service
  - Operations Management
  - Process Improvement
  - Time Management
  - Project Management
  - Organizational Skills
  - Management Problem Solving
- **Technical Skills –**
  - Computer Literacy
  - Computer programming (C language, Core Java, HTML, CSS, JavaScript)
  - Databases – SQL
  - ITSM, ServiceNow Management, Customer Support, Customer Handling
  - Backend Operations
- **Tools –**
  - Jira
  - Microsoft Office (Excel, Word, PowerPoint)
  - ServiceNow, Zendesk
  - Confluence
  - Dbeaver
  - SharePoint

## EDUCATION

- **B.Tech in Computer Science and Engineering (2017 - 2020)**  
*Bengal Institute of Technology, MAKAUT - (CGPA – 8.37)*
- **Higher Secondary Education in Science (2015 – 2016)**  
*Welland Gouldsmith School, ISC Board - (Aggregate % - 77.25)*
- **Secondary Education in Science (2014)**  
*Welland Gouldsmith School, ICSE Board – (Aggregate % - 81.8%)*

## PROJECTS

- **Portfolio (Aditi Seal) –**  
This is my Portfolio website. Used HTML, CSS, and JavaScript to build this.  
Link - [https://aditi176.github.io/ADITI\\_SEAL/](https://aditi176.github.io/ADITI_SEAL/)
- **Bistro: Dine Here (January 2020) –**  
It is a website designed for virtual restaurant.  
Link - <https://aditi176.github.io/Bistro-Dine-Here/>
- **Amgen (Client in Cognizant) –**  
Solved user's problems over calls, emails and chats by using Service Now tool, etc.
- **Northwestern mutual (Client in Infosys) –**
  1. First project – Modified code as per client's requirement.
  2. Second project – Working as a part of Operations Team. Interacting with clients, handling Job failures, correcting Data using SQL, managing Incidents in ServiceNow.

## CERTIFICATES

- Strategy Consulting Virtual Experience by Accenture - [Link](#)
- JavaScript Essentials by Udemy - [Link](#)
- Cloud Platform Virtual Experience Program by Verizon - [Link](#)
- Power BI Virtual Case Experience by PwC - [Link](#)

## HOBBIES AND INTERESTS

- Writing Journal
- Cooking