

# Trisha Mukherjee



+91 9674255620



trishadiya802@gmail.com



Kolkata, West Bengal

## SKILL SUMMARY

- **Cloud Platforms:** Azure
- **Ticketing Tool:** ServiceNow , Jira
- **Communication & Collaboration** - Microsoft Teams , Slack
- **Remote Support & Troubleshooting** : TeamViewer , RDP, SSH (Linux Servers), PuTTY(SSH client for windows.
- **Networking** : DNS , DHCP , Firewall
- **Monitoring & Logging** - Prometheus & Grafana, ELK Stack (Elasticsearch, Logstash, Kibana)
- **Email & Productivity Tools** : Microsoft Outlook, Google Workspace

## KEY COMPETENCIES

- Communication Skills
- Stakeholder Management
- Problem-Solving & Troubleshooting
- Adaptability & Continuous Learning
- Critical Incident Resolution
- Ticketing & Workflow Automation
- Technical Communication
- Incident & Problem Management
- Compliance & Security Best Practices
- RCA(Root Cause Analysis)

## PROFESSIONAL EXPERIENCE & PROJECTS

**BT Group** [Kolkata, West Bengal] **April 2023 - July 2024**  
**Service Desk Analyst** **Project - Customer Support**

- Contributed to Data Management team for handling client database.
- Coordinated with the digital team to work on various queues to provide necessary support and resolution.
- Engaged in process improvement meetings to improve the functions of the team
- Performed basic troubleshooting for enterprise applications, servers, and system performance.
- Ensured compliance with IT service management (ITSM) best practices and SLA-driven support.

**Larsen & Toubro Infotech** [Pune, Maharashtra] **Mar 2022 - April 2023**  
**Engineer - Cloud and Infra Services** **Project - Monitoring & Troubleshooting)**

- Provided L1 technical support for cloud computing environments in Azure cloud platforms.
- Managed ticketing systems to track and resolve customer-reported issues related to cloud and infrastructure services.
- Assisted customers in optimizing CPU performance, patch management, and system stability.
- Designed custom dashboards in ServiceNow & Grafana for real-time incident tracking and SLA compliance monitoring.
- Utilized Windows OS and Microsoft Office (Outlook, Excel, Word) for documentation, reporting, and communication.
- Managed end-to-end incident lifecycle in ServiceNow ITSM, handling P1/P2 cloud incidents across Azure
- Led post-incident RCAs, ensuring corrective actions were implemented via ITIL problem management.
- Improved SLA adherence by configuring priority-based incident categorization & escalation policies in ServiceNow ITSM.
- Enhanced observability by integrating ServiceNow Event Management with Prometheus,
- Deployed Terraform & Ansible to provision cloud infrastructure, ensuring automated change tracking in ServiceNow CMDB.
- Collaborated with security & compliance teams to ensure SOC 2, ISO 27001, and PCI-DSS compliance for cloud workloads.
- Designed high-availability architectures using Kubernetes, Load Balancers, and Auto Scaling.
- Led security incident investigations, performing forensics, log analysis, and SIEM monitoring.

## Achievements:

- Reduced MTTR by 85% by implementing ServiceNow automated ticket routing and escalation workflows.
- Led post-incident RCAs, ensuring corrective actions were implemented via ITIL problem management.
- Automated ticket assignment & response workflows in ServiceNow, reducing manual triage by 90%.
- Conducted root cause analysis (RCA) on P1/P2 incidents, implementing preventive measures that reduced recurring failures by 70%

## EDUCATION

**Amity University, Kolkata**  
Degree : BCA (Bachelors in Computer Application)