

# Trisha Mukherjee



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

## PROFESSIONAL EXPERIENCE & PROJECTS

<b>BT Group</b>	<b>[Kolkata, West Bengal]</b>	<b>April 2023 - July 2024</b>
<b>Service Desk Analyst</b>	<b>Project - Customer Support</b>	
• 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.		
<b>Larsen &amp; Toubro Infotech</b>	<b>[Pune, Maharashtra]</b>	<b>Mar 2022 - April 2023</b>
<b>Engineer - Cloud and Infra Services</b>	<b>Project - Monitoring &amp; Troubleshooting</b>	
• 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)