

SHIVANI MISHRA

ANALYST

PHONE | (+91) 7007846603
EMAIL | shivanimishra4799@gmail.com
LOCATION | Noida, INDIA
EXPERIENCE | 1 Year 8 Months

Key Skills

- C++
- Python
- SQL
- BI
- Excel PowerPoint
- DBMS

Certification

- Dexterix 2.0 Hackathon
- Data Analytics And Science Using Python
- Certified System Administrator (ServiceNow)
- Certified Application Developer (CAD, Service Now)
- Technex IIT BHU
- Cisco Training.
- Amazon Web Services (AWS) Certified 2019

Languages

- English
- Hindi

Profile Summary

Data enthusiast blending analytics with creativity. Skilled in Python, Power BI, and data storytelling. Passionate about real-world impact and future-focused solutions especially in tech-driven sustainability. Quick learner, problem-solver, and growth-minded.

Work Experience

Analyst

HCLTech

09/2022 - 05/2024

- Demonstrated strong problem-solving and multitasking abilities with hands-on expertise in the ServiceNow ticketing system.
- Proficient in managing end-to-end incident workflows, including SLA tracking, business rule execution, and root cause analysis.
- Specialized in accurate ticket handling—ensuring correct categorization, prioritization, and severity management to maintain service quality.
- Skilled in OKTA lifecycle operations, including secure user creation, deletion, and password management.
- Consistently delivered timely solutions with a focus on minimizing downtime and improving user experience.
- Collaborated cross-functionally with teams to streamline support processes and enhance operational efficiency.
- Known for a proactive approach and calm under pressure, contributing to stable and reliable IT service delivery.

Hobbies

- Watching Cricket.
- Playing Badminton
- Gardening

Extra curricular activities

- Served as School Captain during Grades 11 and 12.
- Received a national-level award in a science exhibition during my school years.
- Secured 1st Rank in Dexterix Hackathon 2.0 during college for innovative tech solution.
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Social links

- <https://www.linkedin.com/in/shivani-mishra-74a259216>

Internship

■ HCLTech, 3 Months

■ Incapp, 3 Months

Education

■ B.Tech/B.E. - Computer Science and Engineering
2022

Galgotias University, Greater Noid
Grade - 7.8/10

■ 12th
2017

CBSE , English
Grade - 83%

■ 10th
2015

CBSE , English
Grade - 95%