

VIKASH MISHRA

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PROFESSIONAL SUMMARY

A Post-Graduate Professional with an MBA in IT & Marketing and a strong technology foundation from a BCA degree. Gained 1.9 years of relevant experience in the banking and IT industries, with a focus on IT service management, technical analysis, and banking operations. Worked as an Executive Intern at HDFC, where I gained practical knowledge in banking operations. Prior to that, served as a Technical Analyst at Vistas Global, contributing to an IT Service and Operation project. Leveraged with knowledge of ITIL V4 and Microsoft Azure Fundamentals. Seeking an opportunity to leverage my skills, knowledge, and experience to contribute to the growth and operational success of a dynamic organization.

EDUCATION

Master of Business Administration (MBA) in IT & Marketing

[AKTU UNIVERSITY], [Lucknow, Uttar Pradesh]

Graduated: July 2022-August 2024 with Grade A (70%)

Bachelor of Computer Applications (BCA)

[Lucknow University], [Lucknow, Uttar Pradesh]

Graduated: July 2019- June 2022 with Grade A (80%)

PROFESSIONAL EXPERIENCE

HDFC BANK

Executive Intern, Data Analyst

[19 FEB 2024] – [30 JUNE 2024]

- Collected, cleaned, and managed large customer datasets from banking systems.
- Analyzed customer data to identify trends and insights for sales and collections teams.
- Generated regular reports on key metrics like delinquency rates and repayment trends.
- Segmented customers based on behavior and credit performance for targeted approaches.

- Developed predictive models to forecast customer default risks by using BI solution.
- Collaborated with sales and collections to prioritize high-value or high-risk customers.
- Provided data-driven insights to improve sales strategies, cross-selling, and upselling.
- Gained proficiency in Excel, SQL, and visualization tools like Power BI.

Vistas Global, Qatar (Remote)

Technical Analyst

[20 MAY 2022] – [20 AUGUST 2023]

- Analyzed business requirements through stakeholder consultations to align with project objectives.
- Created Business Requirement Documents (BRD) and Functional Specification Documents for project clarity.
- Handover documentation to the Project Manager and technical team for implementation.
- Provided Level 1 and Level 2 support, troubleshooting technical issues effectively.
- Managed incidents using ITIL best practices to minimize business impact.
- Assisted in root cause analysis for recurring issues under problem management.
- Facilitated change management processes to ensure smooth implementation of changes.
- Collaborated with cross-functional teams for effective project execution and issue resolution.
- Applied ITIL best practices to enhance incident, problem, and change management efficiency.
- Gained hands-on experience with ITSM tools for tracking incidents and managing service delivery.

SKILLS AND KNOWLADGE

- IT Service Management (ITIL V4)
- Microsoft Azure Fundamentals
- Technical Support and Troubleshooting
- Business Process Analysis
- Data Analysis
- Technical Support and Operation
- Problem-solving and Critical Thinking
- Communication and Collaboration

LANGUAGE:

- **ENGLISH**
- **HINDI**