

RICHA SAXENA

SENIOR ANALYST

CONTACT

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Noida, Uttar Pradesh, India

SKILLS

- Pre Sales • Application Operations • RFP
- Solutions Architecture • New Proposals •
- Enterprise IT Strategy • Strategic Consulting
- RFIs • Middleware • Production Control •
- Custom/COTS applications • Batch operations
- Batch Scheduling

EDUCATION

Master of Computer Application

Dr. A. P. J Abdul kalam University,
Agra, Uttar Pradesh

Bachelor of Computer Application

Dr. B. R Ambedkar University, Agra, Uttar
Pradesh

Higher Secondary

Holy Public School, Sikandra
Agra, Uttar Pradesh

ACCOLADES

Received the "Employee of the Month" award multiple times for outstanding contributions to team success and project execution.

Conducted training sessions for team members, resulting in a 40% improvement in skill levels and productivity across the team.

LANGUAGES

English

Hindi

PROFILE

Results-oriented professional with three years of experience in the corporate sector, specializing in Pre Sales, AppOps, operations, Batch, Middleware. Skilled in project management and team collaboration, with a focus on driving efficiency and enhancing client relationships. Committed to delivering results and continuous improvement.

WORK EXPERIENCE

Pre Sales Analyst - Application Operations

Jan 2023-Present

HCLTech

- Application Operations for NN accounts in ROW Geo region, focusing on enterprise IT strategy and solution architecture.
- Expertise in Cloud and Middleware/ERP operations, production control, Batch Operations, Enterprise IT strategy, environment management, and application support (Custom/COTS).
- Proficient in SAP Basis, SAP HANA, S/4 HANA migrations, and application helpdesk services.
- Experience in verticals: Manufacturing, Financial, Hi-Tech, Retail, and Telecom—developing REP solution architecture.
- Skilled in effort estimation for BAU and transitions; designing solutions for RFPs and responding to RFIs and conducting due diligence.
- Strong in go-to-market strategies, competitor intelligence, and serving as a technology SME for clients

Senior Analyst - Batch Scheduler

May 2022- Dec 2022

HCLTech

- Expertise in managing and troubleshooting Autosys job scheduling (WCC CA Automation), including job creation, scheduling, and monitoring.
- Proficient in workflow automation using Autosys tools and Shell scripting to enhance efficiency and automate tasks.
- Skilled in resolving issues to ensure smooth operation of critical business processes and knowledgeable in ACCE for migrations.

Analyst - IT Production

Nov 2021- April 2022

HCLTech

- Experienced in managing mission-critical IT systems to ensure uninterrupted operations, including routine maintenance and software upgrades.
- Proficient in change management processes and adhering to compliance standards for SLAs.
- Strong knowledge of ITIL best practices (Incident, Problem, Change Management) and skilled in using tools like ServiceNow and Remedy for ticketing and incident tracking.