

# ABHINAV SAXENA

(New Delhi, India)

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## Summary:

A highly motivated and enthusiastic individual, who is capable of working on own initiative or as part of a team. Experienced in leading a team and managing resources, whilst maintaining a high standard of organization and problem-solving skills to deliver results. Excellent analytical ability with the proven track record for providing quality output and meeting deadlines under pressure within strict timescales. A keen learner eager to take on new challenges. Willingness to work outside normal hours and willing to travel and relocate as required.

## Experience:

Software Support Engineer L1-  
*ElevondataLabs Pvt Ltd*

July 2023 - Current

Working as Software support engineer L1 for Hays business solutions. Providing the best software and application support solutions for their hiring platform One touch.



Service Desk Analyst-  
*RedBlackTree Technologies*

Aug 2022 - Mar 2023 (8 months)

Worked with RBT for Viking Cruises. They were the biggest cruise services out there in US. I was helping the clients for their technical difficulties with hardware and software.

Application Support Specialist

➤ Decimal Technologies

Sep 2021 - Aug 2022 (1 year)

Worked as Technical L1 Support specialists where I was into the technical troubleshooting for our BFSI clients, I was handling Vahana Software Support that is a no code low code platform. Here, I use to provide troubleshooting related to product, software, Network Infrastructure, Servers and much more things altogether for Development, SIT, UAT, Prod and Pre-production environments. I dealt with front end, middleware as well as Backend related issues. Decimal is India's Leading Banking Tech Partners.



Technical Support Specialist-

*Teleperformance DIBS*

Sep 2020 - Sep 2021 (1 year 1 month)

Worked as a Technical Support Specialist for Comcast that was the leading Internet service provider, I was handling the technical queries related to Internet, network routers and switches.

## Education:



Mahatma Jyotiba Phule Rohilkhand University

Bachelor's degree, Bachelor of Science

(Apr 2015 - Nov 2018)

## Licenses & Certifications:



**The Fundamentals of Digital Marketing** - Google

(Certification ID: VVXZG5CGE)



**Cybersecurity for Business - The Fundamental Edition** - CodeRed

(Certification ID: 222980)

## Skills:

*IT Operations • Jira • ServiceNow • Freshdesk • SharePoint • Troubleshooting • Genesys Office 365  
• Azure Active Directory • VMware Fresh Service ITSM Heat Remedy Veredus*