**Astha Uniyal**

Email:asthauniyal97@gmail.com

Phone- 9149281375

Address- d-lane,Street no.3

Vasant Vihar Enclave,Dehradun

Pin code-248006

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| **Career Objective** |

Seeking a challenging opportunity with an organization where my knowledge, skills and experience can be extensively applied, allowing me avenues to develop leadership skills and have a measurable positive impact.

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| **Professional Qualification** |

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| **DEGREE** | **Institute/University** |
| **B.tech(CSE)** | * Women Institute of Technology,Dehradun * Aggregate marks: 72.6% |

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| **Academic Qualification** |

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| **DEGREE** | **YEAR** | **Institute/University** | **%** |
| **H.S.C (XII)** | 2015 | Kendriya Vidhyalaya FRI,Dehradun, Uttarakhand | 79.4 |
| **S.S.C (X)** | 2013 | Kendriya Vidhyalaya FRI,Dehradun, Uttarakhand | 9.4 cgpa |

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| **Work Experience, Tools and Responsiblities** |

* **ANALYST (**August 2019- Present**)**
* Working with HCL Technologies as an Analyst for past 1.3 yrs.
* Experience in working on CHERWELL and SERVICE NOW.
* BOMGAR for remote support, AVECTO.
* Network troubleshooting, Outlook troubleshooting, Mobile device troubleshooting.
* Virtual private network issues troubleshooting and software installation.
* Ticket generation and handling as per the PRIORITY and resolution within timeframe.
* Handling P1 incidents by collaborating with CIM and other teams.
* Assignination of tickets in several timeframe as per QUEUE management protocol.
* Knowledge regarding LAN, WAN, Routing Protocols and subnetting.
* Knowledge of the tools used for vulenerability assesment.

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| **Internships** |

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| **Company** | **National Informatics Centre, Dehradun** |
| **Period of work** | **June 4, 2018 – July 18, 2018** |
| **Position** | Summer Trainee |
| **Project Details** | Studied the concepts of computer networking and Vulnerabilities Assessment of CCTV Cameras |
| **Institute** | ***Unisoft Technologies, Dehradun*** |
| **Period of Work** | **June 5, 2017 – July 15, 2017** |
| **Project Details** | Studied concepts of core java. |

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| **Technical Skills** |

* Experience and knowldge of Computer networks/networking
* Languages :C,SQL,HTML
* Data Structure and Concepts of OOPS
* Concepts of Software engineering

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| **Personal Skills** |

* Good Communication Skills
* Positive Attitude
* Confident
* Leadership
* Time management
* Team player

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| **Hobbies and Interest** |

* Sports-Basketball
* Puzzle Solving
* Socializing
* Dancing
* Listening music

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| **Personal Profile** |

Date of Birth : 12-November-1997

Father’s Name : B.M Uniyal

Languages Known : English and Hindi

I hereby declare that all the information provided by me in this application is factual and correct to the best of my

Knowledge and belief

**Astha Uniyal**