

# Yash Kumar

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EDUCATION			
Degree/Qualification	Institution	CGPA/Percentage	Year
MBA (Expected April 2025)	Indian Institute of Technology, Kanpur	-	2023 - Present
B.Tech. (Electrical and Electronics Engineering)	Krishna Institute of Engineering and Technology, Ghaziabad	72.74 %	2013 - 2017
HSC (12 <sup>th</sup> )	Meerut Public School, Meerut (CBSE)	72.17 %	2012
SSC (10 <sup>th</sup> )	Meerut Public School, Meerut (CBSE)	9.00	2010

WORK EXPERIENCE	
<b>Fiserv India</b> <b>Senior Associate, IT System Administration</b>	<b>Noida</b> <b>July 2022 - July 2023 ▪ 12 Months</b>
<ul style="list-style-type: none"><li>▪ Managed critical batch transmission environments, ensuring 24/7 support and monitoring of daily processes</li><li>▪ Handled incidents/requests in assigned queues effectively to maintain smooth workflow of business processes</li><li>▪ Maintained checklists for critical business processes daily, weekly, and monthly</li><li>▪ Worked with enterprise software: DNA, Automic (UC4) SSRS, IBM SFG, and Service Now</li></ul>	
<b>NTT Data Services India</b> <b>Data Center Ops Sr Associate</b>	<b>Noida</b> <b>April 2019 - July 2022 ▪ 39 Months</b>
<ul style="list-style-type: none"><li>▪ Worked on CA – Autosys, IBM MFT Sterling, SFG, Automic (UC4), HL7 Interface Engine, JIRA, and Service Now</li><li>▪ Handled business job processes, Real-time support for diverse daily, weekly, and monthly batches. Monitors 24/7, manages incidents, collaborates for recovery, and maintains process checklists during maintenance</li><li>▪ Swift manual handling of failures as per guidelines for smooth workflow of business processes</li><li>▪ Timely RCA uploads and work notes. Tracking and Managing Major incidents for resolution within SLAs</li><li>▪ Weekly/monthly ServiceNow report for issue analysis and collaborated with teams for better resolutions</li><li>▪ Worked on workload automation and integration platforms</li></ul>	

CERTIFICATIONS
<ul style="list-style-type: none"><li>▪ 'Elementary Concepts of Power Generation from Coal' by NPTI</li><li>▪ 'Embedded System (using AVR)' by Cetpa Infotech</li><li>▪ 'PLC SCADA' by Cetpa Infotech</li></ul>

ACADEMIC PROJECTS	
<b>KIET, Ghaziabad</b>	<ul style="list-style-type: none"><li>▪ Detection of Synchronization failure In Distributed Generation by identifying frequency phase difference and voltage difference using Arduino</li><li>▪ Designed the electric circuit and worked on its simulation in Proteus</li></ul>

OTHER INTEREST AND HOBBIES
<ul style="list-style-type: none"><li>▪ eSports Mobile Gaming ▪ Travelling ▪ Cooking</li></ul>