

VIKAS SURYA

System Engineer | Access Provisioning | Technical Support

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Summary

System Engineer with over **3 years of experience** in technical support, application support, and mainframe operations including **DB2** and **CICS**. Skilled in **Python** and **SQL** for automation, incident management, and process optimization. Delivered over **1,000 user access provisioning tasks** with **100% compliance** and resolved **100+ support tickets monthly**, reducing resolution time by **30%**. Strong in communication, adaptability, and collaboration to enhance **SLA adherence and workflow efficiency by up to 40%**. Experienced with access provisioning, security audits, backup strategies, and scripting to improve system uptime and data efficiency.

Skills

Access Provisioning | Security Audits | Application troubleshooting | Saviynt | Citrix | JIRA | AWS | Python | MySQL | Saviynt | BlueZone | Rumba | Incident Management

Work Experience

Tata Consultancy Services

System Engineer Apr 2023 - Current

- Managed **1,000+** user access provisioning tasks, overcoming compliance challenges to achieve **100%** accuracy.
- Created and maintained SOPs and documentation for **DB2 administration** practices.
- Addressed the challenge of high ticket volume by closing **100+** monthly IT support issues, cutting resolution time by **30%** and boosting client satisfaction.
- Implemented a knowledge base that decreased repetitive **technical support** inquiries by 10%, enhancing team efficiency and **customer experience**.
- Collaborated with cross-functional teams to optimize technical support workflows, resulting in a 20% increase in issue resolution speed.
- Resolved **complex system** issues by delivering expert technical support, boosting service quality and cutting escalations by 10%.
- Enhanced networking and **server infrastructure** to meet client budget limits, boosting system efficiency by 20%.

Assistance System Engineer (TCS) July 2022 - Apr 2023

- Resolved over 100 technical support tickets monthly, improving client satisfaction scores by 40% in IT service management.
- Streamlined issue tracking by managing Jira workflows, reducing bug resolution time in software development projects.
- Automated routine tasks in ServiceNow, increasing incident closure rates and enhancing operational efficiency in a helpdesk environment.
- Collaborated with cross-functional teams to analyze technical support cases, driving a 10% reduction in repeat incidents.

Training May 2022 - July 2023

- Java Training by TCS Varanasi**, Learned basics of Java programming, HTML, and CSS. Studied a case study on a web application. Also attended personality development classes for writing professional emails and client interaction.
- Initial Learning Program (ILP)**, Completed ILP without any extension and cleared Project Readiness Assessment (PRA) with Python in the first attempt.

Projects

Ticket Volume Reduction & Analytics Automation

- Leveraged **Python** and **SQL** to automate **ServiceNow** ticket analysis, resolving top recurring issues efficiently.
- Provided insights that led to implementation of preventive measures, reducing ticket volume by 30% in 3 months.

Even Distribution of Events & Access Requests

- Addressed uneven task load by creating a **distribution model** for **access provisioning**, boosting team efficiency
- Addressed SLA compliance challenges by optimizing processes, cutting **resolution delays** by **25%**

Education

Bachelor of Technology in Computer Science and Engineering 2017 - 2021

Chaudhary Charan Singh University Meerut 70%