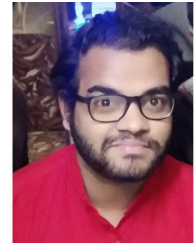


# ROHIT NAGMANDAL



## CONTACT

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## SKILLS

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Requirement Gathering and Documentation

Strong Problem Solving and Analytical Skills

Extensive working Knowledge on Agile/Software Development Life cycle practices,Waterfall Model,IT Services

Management,Infrastructure Technical Support

SQL(Database Management),Agile methodologies(Jira),UML design(Visio),Data Analysis(Excel)

Knowledge on BRDs,SRS,FRDs,User Stories

## OBJECTIVE

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Ambitious business analyst with a strong foundation in Data analysis,bringing working experience of Infrastructure Support in IT Services Management,Client Handling,Documentation,SDLC to drive impactful business improvements in the Organization

## EXPERIENCE

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*Feb 2024  
- Feb  
2025*

### Engineer Trainee

Cognizant  
Client : TJX

- 1.Troubleshooting application and device related technical issues of Corporate Users along with VIP users (AVPs ,VPs,SVPs,President) through voice/chat process.
- 3.Experienced in Tracking and monitoring tickets and documenting worknotes,Detailed Documentation and Escalation of tickets to Higher Level Technical Support whenever required
- 4.Fantastic Client handling interpersonal skills with high CSAT (Customer Satisfaction) record.

*Feb 2025  
- Present*

### Senior Systems Engineer

Cognizant  
Promoted to Senior Systems Engineer in Feb,2025

- 1.Worked on analyzing and documenting historical data for Incidents reported . Presented data to Business Stakeholders for scope of improvement and changes.
2. Participated in meetings with team leads,Project Manger and stakeholders regarding process updates ,challenges and scope of improvement.
- 3.Created dashboards and generated data records of Incident FCR(First Call Resolution),CSAT(Customer Satisfaction),Interaction Categories to Business Stakeholders.

## EDUCATION

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*2020-  
2023*

**B.Tech in Computer Science and Engineering**  
Mallabhum Institute of Technology  
8.8 CGPA/81%

*2017-  
2020*

**Diploma in Computer Science and Technology**  
K.G. Engineering Institute  
8.8 CGPA/83.7%

2017	<b>12th</b> Bishnupur K.M. High School 73%
2015	<b>10th</b> Bishnupur Public School 85%

## SOFT SKILLS

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- 1.Top Notch Verbal Communication and Presentation Skills
- 2.Client Handling,Attention to Detail,Strong Analytical Skills
- 3.Adaptable and Transitional to needs.
- 4.Project and Stakeholder Management

## CERTIFICATIONS

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**Course Name :** "Business Analysis "A-Z" masterclass Course"  
**Certificate Number :** UC-2e92baa5-bc0c-4c0e-9e19-332f2d759a4a  
**Platform :** Udemy

**Course Name :** Introduction to Service Management with ITIL 4  
**Platform :** Udemy

**Course Name :** Customer Service, Customer Support, And Customer Experience

**Platform :** Udemy

**Link :**

<http://ude.my/UC-9ceac371-3088-4697-9174-1095bcb35606>

**Course Name :** Customer Relationship Management  
**Platform :** Great Learning