



Rishab Raj

Senior IT executive

 Delhi, India

Highly skilled IT professional with a proven track record in technical support and troubleshooting. Seeking a challenging role in an organization where I can utilize my management skills, creativity, and expertise to achieve personal as well as organizational goals.



6206345349



Patna, Bihar



vs430446@gmail.com

Work Experience

Senior IT-Executive • Prayatna Microfinance Pvt Ltd, Delhi

December 2022 - Present

- Provide technical support and troubleshooting assistance to internal teams ,clients & operations teams.
- Address application-related technical issues, respond promptly to incidents reported via emails, web tickets and remote support.
- Ensure the functionality of systems and install/configure computer hardware, software & networks.
- Contributed my skills during software migration, facilitating seamless transitions.
- Currently, I am working on applications like- Outlook, JIRA application, Finpage, HR-One v5, Godaddy.

IT Executive • Save Microfinance Pvt Ltd

November 2021 - December 2022

- Assisted the IT Help Desk team in resolving application-related technical issues.
- Responded to incidents reported by internal teams through emails, web tickets, and remote support.
- Followed up with clients to ensure the functionality of their systems.
- Conducted outlook installation and configuration, as well as troubleshooting of hardware, software, and networking issues.
- Provided step-by-step instructions and conducted remote troubleshooting.
- Provided regular day-to-day and weekly reports to senior management.

Education

2022 - 2023

Pursuing

Full stack development - Software engineer

Language: Java Script

Tech Stack



2016 - 2019

Graduation

Bachelor's in computer application

PATNA, BIHAR

Intermediate

2014-2016

A.N College, Magadh University

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Matriculation

2014

AVN School

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Personal Details

DOB : 12-12-1998

Father's Name : Anil Singh

Marital status : Unmarried

Interests : Travelling , Coding, Photography.

Skills

User Experience

- UAT Testing
- Adept to bug resolution & tracking.
- Application Support
- IT Assets Management
- Configuration
- MIS- Excel, PPT, Words.

Software

- Microsure & Finpage
- MDM (Mobile device management)
- CRM & JIRA for backend
- Outlook
- Windows 10, 11, 12
- Mail management (Godaddy)

Achievements

Certificate of Appreciation

SAVE Microfinance pvt ltd

Jan-Feb 2022

Prayatna Microfinance pvt ltd

Apr-June 2023

Languages



English — Intermediate



Hindi — Native