Ankur Ganvir

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Work Experience

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Technical Lead

Cognizant | Hyderabad

Nov 2021 - Present

● Having 2 years of active experience of working on Incident management and L2

Service Desk Analyst, managing a 5-member team, providing support to

operations and troubleshooting software and hardware issues.

● Expertise in the Guts ticketing tool, Google's in-house ticketing system similar

to ServiceNow.

● Have experience in working on Bug to get resolution over the real time

production issues.

● Identifying root causes and implementing permanent solutions.

● Proficient in SQL for production database updates and changes, also created

Dashboards.

● Ensure timely and smooth delivery of production tasks.

● Proven ability to diagnose and resolve complex technical issues quickly and

efficiently.

● Strong analytical and problem-solving skills, with the ability to work

independently and as part of a team.

● Working with one of the tech giants as a tech support engineer.

Project

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Google Maps India

Cognizant | Hyderabad

Nov 2021 - Present

● Led a team of 5 incident management specialists to ensure timely resolution of

IT issues.

● Excellent customer service skills and the ability to communicate eectively

with users at all levels.

● Handling onsite technical issues (software and hardware) ensuring consistent

work eciency across the globe.

● Performing weekly testing and identifying any blocker.

● Performing Manual Testing of the tool for Google

● Facilitating the weekly release of an internal Points of Interest (POI) editing

tool for Google Maps

● Eectively coordinating weekly tests plans which are completed per release

testing requirements

● Ensuring the elimination of bottlenecks while identifying and remediating

interdependencies across teams

● Provided technical guidance and mentorship to team members, fostering

professional growth and development.

● Working directly with engineers and program managers to triage all weekly

bugs, verify fixes are tested, and adhere to Google requirements

● Documenting, communicating, and following up on all release updates to all

stakeholders

● Developing new feature test plans and subsequently allocate and manage

proper local QA resources to assure that the new features are fully functional

prior to launch

Certification

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● Business Analysis by Microsoft and LinkedIn

● AWS cloud fundamentals(udemy)

● Linux for Devops(udemy)

● AWS Cloud Practitioner Certification(udemy)

● GITHUB Essentials(Udemy)

● ITSM certification (Cognizant Internal)

Education

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* HSC - Maharashtra State Board (Nagpur) 2015 - 2016
* Bachelor of Engineering(Computer Science and Engineering)

RTMNU Nagpur, 2016 - 2020

* Masters of Business Administration (Business Analytics)

DY Patil University Pune, 2023 - Present

Skill

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● Requirement Gathering

● Project Management

● Business Analysis

● Technical Leadership

● Devops

● GIT

● Ticketing Tool - GUTS

● Bugs Raising and Tracking - BUGNIZER

● Networking

● Manual Testing