

# Prerna Rishi

## TECHNICAL SUPPORT ANALYST - CRM, ITSM Tools, Ticket & P1 handling

✉ [prenarishi93@gmail.com](mailto:prenarishi93@gmail.com) ☎ (+1) 416-771-4251 📍 [Toronto](#) [in LinkedIn](#)

### SKILLS

- **Languages & Databases:** C++, Java, SQL, MySQL, PostgreSQL for backend operations and database queries.
- **CRM & ITSM Tools:** Salesforce, ServiceNow, QuickBooks, Jira for ticketing, access control, and workflows.
- **Monitoring & Alerts:** PagerDuty, POS systems, dashboards, and system health checks for real-time alerts.
- **Testing & Integration:** API testing via Postman, Adyen, Workbench with root cause analysis and debugging.
- **Operations:** UAT, deployment support, system security management, P1 handling, incident resolution.

### WORK EXPERIENCE

#### Customer Support Intern

March 2025 – Present

*No Bull Burger*

*Ontario*

- Streamlined POS system transactions and trained 4 new team members on order intake, complaint handling, and returns, improving cashing time per customer by 15% while maintaining front-desk service workflows.
- Coordinated responses across front-counter and digital platforms, engaging with 150+ monthly inquiries via social media to reduce avg customer waiting and issue resolution cycles by 22% through structured ticket handling.
- Executed triage of in-store support requests while mentoring new hires and driving updates to store communication scripts, enhancing consistency of issue documentation and reducing escalated complaints by 18%.

#### Client Service & Admin Support (Part-time)

September 2024 – January 2025

*Glorious Accounting*

*Ontario*

- Drafted invoices, reconciled accounts, and processed transactions in QuickBooks while managing 30+ client emails daily, ensuring full ledger accuracy and cutting turnaround time for monthly reporting cycles by 20%.
- Scheduled meetings and document reviews for 10+ clients weekly, bridging gaps across bookkeeping, email inquiries, and front-desk tasks to eliminate scheduling conflicts and raise client response adherence to 95%.
- Updated filing systems and shared folders to standardize document access for team members, ensuring rapid retrieval for all tax documentation and boosting year-end filing speed by 30% across all active client accounts.

#### Technical Analyst & Salesforce Administrator

October 2020 – July 2023

*Infosys*

*Remote, India*

- Diagnosed recurring production outages by analyzing PagerDuty logs, Jira reports, and ServiceNow tickets, initiating triage calls that reduced average P1 resolution time by 28% across cross-functional technical teams.
- Configured user profiles, permission sets, and security rules in Salesforce, publishing technical playbooks to cut onboarding time for internal admins by 35% while supporting 150+ monthly role-access changes securely.
- Validated system performance post-deployment and compiled release documentation after UAT, allowing release teams to close 40+ implementation cycles with zero rollback errors across salesforce modules in 9 sprints.

#### System Engineer & Incident Management

January 2019 – September 2020

*Infosys*

*India*

- Investigated 500+ monthly incidents using ServiceNow, running root cause analysis with Salesforce and SQL data to identify system-level errors and improve first-response resolution rate by 25% across all product lines.
- Debugged API integration issues in Salesforce-Adyen pipeline using Postman and Workbench, accelerating defect isolation cycles and restoring payment processing accuracy to 99.2% across recurring user-reported errors.
- Facilitated P1 war rooms and created detailed post-mortem reports with time-stamped logs and solution maps, reducing major incident recurrence by 20% while improving stakeholder engagement across all escalation levels.

### EDUCATION

#### PG Certificate - International Business Management

April 2024 - December 2024

*Northern College, Ontario*

#### PG Certificate - Information System Business Analysis

September 2023 - April 2024

*Northern College, Ontario*

#### Master of Technology - Computer Science

August 2016 - July 2018

*C-DAC, India*

#### Bachelor of Technology - Computer Science

August 2011 - July 2015

*GGSIU, India*

### CERTIFICATIONS

- **Business Analysis Foundation Certification – IIBA**