

Ravi Shankar

Working as Escalation Engineer with Microsoft.

Pune, Maharashtra - Email me on Indeed: [indeed.com/r/Ravi-Shankar/befal80dc0449299](https://in.linkedin.com/in/Ravi-Shankar/befal80dc0449299)

- Working in Microsoft - EPS (SCS-MON) at Convergys India Private Ltd., Pune from 5th October, 2015 till date.
- Currently working as an Escalation Engineer with SCS-MON team.
- Done B.E. from Padmashree Dr. D.Y. Patil Institute of Engineering and Technology, Pimpri, Pune University.

Willing to relocate to: Pune, Maharashtra - Hyderabad, Telangana - Bangalore, Karnataka

#### WORK EXPERIENCE

Escalation Engineer

Microsoft

Working on escalated issues with System Centre Operations Manager, Service Manager and Orchestrator. Have trained batches for the same. Supported junior Engineers in resolving tough issues.

Have worked as a Support Engineer

Microsoft - Pune, Maharashtra -

October 2015 to April 2017

since May 2017 as a Subject Matter Expert to Jan 2018 and as Escalation Engineer since Feb 2018 at Convergys India Pvt. Ltd. Pune for MICROSOFT Enterprise Support Team (SCS-MON)

Roles and responsibilities: -

- Working in Microsoft Commercial Technical Support SCS-MON Team providing advanced technical support by handling escalated or complex customer issues.
- Identify, investigate, research and provide resolution on Customer queries and problems related to System Center Products.
- Provide subject matter expertise in area of assignment and serve as a resource to other support personnel. Maintain high level of customer satisfaction always with an eye on productivity.
- Maintain a high level of technical product knowledge in the specified software/hardware products and become knowledgeable in new products when deployed.
- Have supported SCOM, SCSM and Orchestrator platform for Microsoft customers.
- My work includes helping the Engineers with Technical issues on System Center platform support.

Core Competencies: -

System Center Operations Manager:

- Installation, deployment and troubleshooting of System Center Operations Manager
- Cross-domain and Cross platform monitoring.
- Network devices and Web Application monitoring

<https://www.indeed.com/r/Ravi-Shankar/befa180dc0449299?isid=rex-download&ikw=download-top&co=IN>

- Custom reports / Issue with blank reports
  - Network Devices monitoring
  - Integrating and monitoring other System Center Products such as SCCM, SCDPM, SCVMM etc.
- with SCOM
- Notifications

System Center Orchestrator:

- Installation, deployment and troubleshooting of System Center Orchestrator
- Deployment of various Microsoft and Non-Microsoft Integration Packs
- Integration of SCSM-Orchestrator
- Creating and Deploying Runbooks
- Troubleshooting Runbook Server Performance Issues

System Center Service Manager:

- Installation, deployment and troubleshooting of System Center Service Manager
- Configuring Connectors
- Notifications
- Portal deployment (SharePoint and HTML5)
- Troubleshooting workflows
- Troubleshooting Data-warehouse Jobs issues

## EDUCATION

B.E.

Pune University

## SKILLS

OPERATIONS MANAGER (1 year), SCOM (1 year), SYSTEM CENTER OPERATIONS MANAGER (1 year), Orchestrator SCSM

## ADDITIONAL INFORMATION

### TECHNICAL SKILLS

Operating systems

- Microsoft Windows Server 2012 (R2) /2008 (R2) /2003 (R2)
- Microsoft Windows Win8.1/Win8/Win7/Vista/XP
- Linux - Various Flavors and Distributions (Red Hat/Fedora /CentOS/Debian)

Server Applications

- Microsoft System Center Operations Manager (SCOM) 2016 /2012 [...] R2
- Microsoft System Center Service Manager (SCSM) 2016 /2012 R2/2012

- Microsoft System Center Orchestrator 2016 /2012 R2/2012
- Microsoft SQL [...] R2

#### Virtual Appliances

- Microsoft Hyper-V

- VMware Workstation / VirtualBox

#### Other Applications

- Microsoft Office [...]
- Trained and worked on Forefront Identity Manager, Microsoft Identity Manager, Forefront Threat

Management Gateway and Unified Access Gateway for Windows security.

- Good knowledge of basic Networking concepts
- Good knowledge of basics of Microsoft Active Directory
- Basic Knowledge of Windows Failover Clusters, Microsoft Exchange and IIS.