

Praveen Murugesan

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PERSONAL SUMMARY

To obtain a challenging position in a progressive organization that expects a high level performance and commitment from its employees. A company where I can continue to make a positive contribution, and expect a good growth oriented environment.

WORK EXPERIENCE

Analyst

November 2020 - Till Date

HCL

Handled International Clients - HBC Project – (US/Canada/South Africa/India)

- Manage Major Incident bridge calls with support teams, on-call support application teams and management.
- Engage with the incident response team and lead the process of documenting event details, creating incident Google Docs (either when requested or proactively based on severity), obtain proper approvals and distribute final client facing document.
- Leads/Performs logging, categorization and prioritization of incidents (impact + urgency).
- Process Improvements – Identify and construct new process frameworks, as well as reviewing, recommending and documenting improvements to established processes.
- Work as part a of the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPIs.
- Analyzing KPI trends, identifying and implementing improvement action plans.
- Minimize disruption to our business by efficiently identifying incident causes and determining the right course of actions leading to incident closure.
- Take the lead role in service restoration, communication and root cause identification.
- Drive restoration process with urgency and efficiency.
- Ensure timely communication with stakeholders.
- Monitoring the Network status Alerts using Solar Winds, Nagios proactively.
- Provided floor support to all the agents in single handling.
- Handling Service request, by checking for which application there are requesting access and role, follow up with the access team to get access with in 5 Days of SLA

ASSOCIATE

November 2020 - October 2021

Pinaki Consultancy – In HCL As Contract to Hire

Handled International Clients - HBC Project – (US/Canada/South Africa/India)

- Providing support to HBC (Hudson's Bay Company).
- Providing first level support for business users regarding password reset, VMware application, and Gmail, Register and Thin Client issues.
- Provide technical assistance for Hudson's bay store, call center and corporate users
- Identifying and resolving client issues related to hardware, software and access related.
- Identifying major issue and coordinating with multiple teams in order to resolve the issue.
- Working on multiple tools to reset password and check access for the users.
- Tools worked on: Active Directory, Mainframe, VMware, Security console, Smartclix Remote Desktop.
- ITSM Tools worked on- Cherwell, Service Now
- Understanding Customer Survey comments and driving advances in results.
- Conducting training and technical assistance for vendors/service providers and division staff.
- Manage Major incident bridge calls with support teams, on-call support application teams and management.
- Engage with the incident response team and lead the process of documenting event details, creating incident Google Docs (either when requested or proactively based on severity), obtain proper approvals and distribute final client facing document.

December 2019 – May 2020

SENIOR EXECUTIVE

Hexaware Technologies Limited

Business Team Process Handled - Sweden Process

- Project 1:- Migration of SME customer's from one network to other network (4500 customer's)
- Project 2:- Migration of SME customer's from CABS to Seibel (650 customer's)
- Project 3:- Video content checker (8500 video's)
- Configure networks to ensure their smooth and reliable operation for fulfilling county objectives and processes.
- Ensured TAT and SLA are met for forecasted production.
- Maintain the manual track for Adhoc and Migration activity.
- Work as part of the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPIs
- Performed as a SME for the project works.

Residential Team Process Handled

- Need to send customer new products and cancel the existing products by sending return kit.
- Need to add correct subscription to the customer ie., what the customer requested for and to add the correct billing.
- Assigning the team and getting update on pending status in the particular process.
- Briefing the team about the process update.
- Adding the offer for the existing customer's

Achievement

- Got 5 star rating for fast learning and for processing the work with zero error's.
- Maintaining the good adherence in punctuality and not taking leaves.

Nov 2016 – Dec 2019

SENIOR FIELD SERVICE – MENTOR REPORTING TO CSD HEAD

Hathway Cable and Datacom Private Limited

- Prioritize desk for On Boarding and Complaints managed and executed | Reported to CSD Head
- ILL On Boarding Head – Entire Chennai & Vellore Corporate on boarding has been handled successfully
- Driving Entire CSD team for KPI Tracker
- Monthly Review Presentation Update
- Bridging the Video Conference with Mumbai Team and Participation
- On boarding Compliance Reporting and RCF – CMTS | Serial | Plan Compliance
- Refund for the Customer who were not On boarded
- Intelligence in On boarding & Shifting TAT Improvements – Insights will be presented to CSD Head, Implementation & Sign OFF
- Service excellence for Field Engineer Performance – Growth Over Last month achievement, R&R Programs for increasing the productivity will be executed
- Organizing the service camp for Existing customer and to find the root cause for the technical issue and organizing with other team in order to reduce the technical issue.
- NPL- training to the Field service Engineer's
- Highlighting the major issue regarding the service and Highlighting to the management
- Managing and monitoring staff attendance
- Attending and participating in team meetings

NETWORK ENGINEER

June 2014 - July 2016

ODOO COMMUNICATION PRIVATE LIMITED

- Giving new connections and troubleshooting the network issues and to provide uninterrupted internet to customers
- Coordinating with customer's in order to reduce the customer technical issue resolving time
- Coordinating with sales team for the new installation to increase the AHT for installation.
- Collecting the renewal amount from the customer and depositing in the accounts
- Collecting Pullback and refurbishing the devices.

PRODUCTION ENGINEER

August 2013 - March 2014

MTL Instrumentation

- Need to work in flow in order to achieve the day target and complete the product in time. In order to deliver the product correctly
- Quality check should be done for each and every product
- Need to rework the scrap in order to reduce the renew loss to the organization
- Need to extend the shift in order to achieve the Monthly target

PROFESSIONAL SKILLS

- Ability to work well with all levels of the organization
- Able to quickly identify problems.
- Good Knowledge in MS-Excel
- Troubleshooting Network related errors
- Cabling & crimping for systems Switches & Routers
- Installation & configuration of OS [Win 2003, Win 2008, Win2012]
- Configuring Outlook and installing CCTV camera
- Routing cable in building to make a network connection
- Prioritizing important tasks and ensuring they get done first
- Able to build strong working relationships with work colleagues
- Able to adapt to changing circumstances
- Can pick up new skills and information very quickly
- Can multi-task effectively
- Able to work in a fast moving, target driven production environment

PERSONAL SKILLS

- Able to quickly form bonds with people
- Proactive and willing to use initiative to solve problems
- Always willing to help out work colleagues who are struggling
- Friendly and upbeat attitude.

CERTIFICATIONS AND COURSES:-

- Finished CCNA course
- Secured C Grade in Business English Certificate – Vantage level
- Undergone in-plant training in NLC, telephone exchange and Doordharsan kendra, Tele-communication
- Finished PROFESSIONAL NETWORKING course in NIELIT Chennai.

EDUCATION

St.Joseph's college of Engineering, CHENNAI	May 2010 - April 2013
Electronics and Communication Engineering B.E	
Percentage:- 68%	
Adhiparasakthi Polytechnic College, Melmaruvathur	April 2007 - May 2010
Electronics and Communication Engineering Diploma	
Percentage:- 92%	
St.Paul's.Mat.Hr.Sec School, Neyveli	May 2007
Percentage:- 69%	

PERSONAL PROFILE:

Name	Praveen M
Father's Name	Mr.Murugesan S
Occupation	Retired NLC employee
Mother's Name	Mrs.Kannammal M
Occupation	Home Maker
Present Address	Plot No-6/4A, Anna Street, NSA Avenue, Charles Nagar, Pattu Mangadu Village, Kundathur TK, Kanchipuram DT, Chennai - 600122
Permanent Address	Plot No 161 Door No 18 B Pavanar street, Sri Maruthi Nagar Extension, Kurinjipadi Taluk Gandhi Nagar Post, Cuddalore. Tamil Nadu – 607308
Date of Birth	21.03.1992
Sex	Male
Hobbies	Listening to music.
Languages Known	English and Tamil

I hereby declare that the information furnished above is true and correct to the best of my knowledge.

Thanks & Regards,

Praveen M