

SUBHAM KUMAR

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OBJECTIVE

To obtain a creative and challenging position in an organization that gives me an opportunity for self- improvement and leadership, while contributing to the symbolic growth of the organization with my technical, innovative and logical skills.

PROFESSIONAL SUMMARY

An enterprise storage virtualization, replication and backend engineer tasked with managing some of the most critical storage area networks at the world's major institutions. Responsible for providing reactive and proactive measures to ensure high availability. Handling L1 escalations and as a part of the team in a 24x7 production environment and provided on-call and day-to-day support.

EXPERIENCE

Technical Storage Engineer(19 July 2021 -07 April 2023) , Wipro limited
(Sarjapura, Bangalore , India).

- Troubleshoot SAN configurations, internal and external IP connectivity and Linux kernel issues.
- Engage in cross-business-unit collaborations to leverage technical expertise across solutions (VPLEX ,Dell EMC)
- Perform Root Cause Analysis (RCA), log analysis and assist in documenting analysis, findings and recommendations.
- Effective management of customer severity and customer relation throughout the life-cycle of a service request.
- Improve and maintain customer experience by collaborating with and engaging the local account team.
- Engage in cross-vendor technical discussions to expedite customer issues and reduce customer impact/ downtime.
- Compile and leverage technical Knowledge Base Articles (KBA) to improve Knowledge-Centered Service (KCS) experience for customers and internal personnel.
- Work on multiple automation bots like MAT, KBA, NCC Violation

Associate Analyst (5 July 2023 - till date), Commonwealth Bank of Australia, Bangalore

- Provide immediate assistance to customer's enquiry on banking over async messaging.
- Follow up on cases escalated to onshore team.
- Adapt to sudden process and operational changes while maintaining KRAs.
- Adhere to the risk and compliance and thereby help in the growth of business

EDUCATION

Examination	Institution	Year of Passing	% of Marks
B.Sc Computer Application	Marwari College ,Ranchi Ranchi University	2021	81.06%
Intermediate	Pitts Modern School	2018	63%
Matriculation	Pitts Modern School	2016	76%

PERSONAL PROFILE

Hardworking, energetic, dedicated, dynamic, innovative personally committed with an ability to withstand pressure in keeping pace with fast changing environment.

DECLARATION

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

Subham Kumar