Karuna R.W

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Summary:

* Around 3 years of experience in **IT Management, Service Delivery and support**.
* Worked as Systems Engineer at IGate Computers Ltd.
* **ITIL V3 Foundation certified professional**.
* Knowledge on various ITSM processes like Service Desk, Network Monitoring, Production Support andIncident Management
* Proven ability to work in a team environment whilst being resourceful, self-directed and self-motivated.

Employment Details:

* Worked as System Engineer(Infrastructure Management) at IGate Patni from March 2010 till Jan 2013.

Academic Details:

* **M. Tech (CSE)** from Nagarjuna University, Guntur**.**
* **B. Tech (CSE)** from JNTU, Hyderabad**.**

Technical Skills:

* Tools : cerillion, remedy, filezilla, putty,winscp
* Database : Oracle 11g
* RDBMS : SQL
* Monitoring tools : Netcool,
* Ticketing tool : Remedy
* Operating System: Windows, Unix

experience Details:

**Organization** :Igate Patni Computers Limited, Hyderabad, India

**Project Name** : Billing Solutions for Tiscali UK

**Duration** : March 2010 to Jan 2013

**Client** : Tiscali

Job Responsibilities:

* Handling all Incidents (including failures, questions or queries) reported by Customers.
* Handling all Events that are automatically detected and reported by event monitoring tools.
* Restore normal service as quickly as possible and minimize the adverse impact on business.
* Ensure that the best possible levels of service quality and availability are maintained.
* Perform the first level analysis and troubleshooting, ensure that the issue is identified and escalated to the next level with all the artifacts.
* Maintaining RCA and chronology of the events for all Severity 1 issues
* Follow up on the tickets to make sure that the tickets get resolved within the agreed SLA’s.
* Monitoring early morning checkups, disk checkups.
* Participate in daily service review call chaired by Service Delivery Manager to know about the ongoing issues and updates happening in the production environment.
* Participate in the Change CAB meeting to know about the planned changes and service outages happening in the production environment.
* Resolving issues related to production environment logged through remedies (Remedy user) with in SLA.
* Amending shell scripts for effective & successful completion of production’s day to day’s task
* Working on test beds to ensure successful implementation of Change requests on production.
* Meeting ad hoc business requests with coordination of other team members.
* Providing 24\*7 support to Business (On Call) and Service desk team.

**Project Name** : Nildram

**Duration** : March 2010 to Jan 2013

**Client** : Tiscali

Job Responsibilities:

* Responsible for error free completion of all tasks which include manual **Bill runs**, **Provisioning**, **Rating -CDR’s** and **Credit control activities** ( CC Sweep, DD Sweep, loading of cheques) in adherence to critical business SLA.
* Resolving issues related to production environment logged through remedies (Remedy user) with in SLA.
* Preparing, amending shell scripts for effective & successful completion of production’s day to day’s task
* Working on test beds to ensure successful implementation of Change requests on production.
* Implementing Hot Fix/RFC on Production
* Meeting ad hoc business requests with coordination of other team members.
* Providing 24\*7 support to Business (On Call) and Service desk team.

I here by declare that the above furnished details are correct and true to my knowledge.

(Karuna R.W)

Hyderabad.