**Anoop Kulkarni**

H.No: 3-10-98,

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Ramanthapur Email:anoop.kulk@gmail.com

Hyderabad 500013.

**Objective**

To secure a position where by hard work, dedication and the ability to acquire new skills will advantage any company I work for.

**Professional Summary**

* 44 months of experience in Technical Support and Incident Management (ITIL Process).
* Familiar with Incident Management, Handle Escalations on P1 and P2.
* Efficient Incident Analysis .
* Experience in handling calls & Incidents to resolve technical issues from the clients.
* Excellent Written and Verbal Communication skills.
* Quick learner and a strong Team player.
* Self-Starter with strong initiative and the ability to work individually and as a team.

**EXPERIENCE**

I have worked as a **Service Restoration Lead**  in **JP Morgan Chase** who is a client of **Magna InfoTech PVT. LTD**, in Hyderabad, from 3rd Nov, 2010 to 29th Nov, 2013.

I worked a **Technical Support Executive (TSE)** in M/S. **Brigade Corporation India Pvt. Ltd.** in Hyderabad, from Sep 2008 to Apr 2009.

**Professional Experience 1**

Company : **JP Morgan Chase**

Designation : **Service Restoration Lead**

**Responsibilities:**

* Restore normal service operations as quickly as possible and minimize the adverse impact on business operations, thus ensuring that agreed levels of service quality are maintained.
* Ensure that standardized methods and procedures were used for efficient and prompt response, analysis, documentation, ongoing management and reporting of incidents
* Ensure process activities such as **Incident Identification, Incident Logging, Incident Categorization, Incident prioritization, Initial Diagnosis, Incident Escalations, Investigation & Diagnosis, Resolution & Recovery and Incident Closure.**
* Worked with different Ticketing channels. Example:-Peregrine, Vulcan, Active roles server and other supported channels.
* Monitoring the Techs followed the proper troubleshooting on Active Directory, MS office, Lotus Notes, All Business Application software, Messaging related incidents on MS Outlook, Office Communicator, Blackberry, Iphone , Remote Connect VPN incidents of JPMC
* Trained technicians on security administration activity of Active Directory, Mainframe System Administration and other related Business Administration Applications
* Follow-up with incident Functional and Hierarchical escalations end to end till the closure
* Increase visibility and communication of incidents to business and IT support staff
* Enhance business perception of IT by quickly resolving and communicating incidents when they occurred
* Aligned Incident Management activities and priorities with those of the business
* Maintained user Satisfaction with the quality of IT services
* Bridge the knowledge levels of technicians on an ongoing basis by conducting regular process tests and designed the training program
* Handled Technical Competencies in order to upgrade the process
* Took necessary measures to avoid centralization of knowledge.
* **E**ncouraged the team members to meet the expectations of process requirement, especially when team is under pressure with the tight deadline.

**Professional Experience 2**

Company : **Brigade India Pvt Ltd Company**

Designation : **Technical Support Executive**

**Roles and Responsibilities:**

* Provide hardware / software / network problem diagnosis / resolution via email/chat for end users of HP consumer products.
* Route problems to internal 3rd level IT support staff.
* Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumvention's.
* Escalate complex problem to appropriate support specialists
* Troubleshoot client software and basic network connectivity problems
* Identify, evaluate and prioritize customer problems and complaints and providing feedback to the client to improve the Quality of the product.

CERTIFICATIONS:

**ITIL V3 Certified.**

**SOFT SKILLS**

* Excellent communication skills, written and verbal, able to interact well at all levels.
* Great customer handling skills and high level of acceptance.

**EDUCATION QUALIFICATION**

* **B.Tech** Graduate in Information technology from JNTU University, Sreenidhi Institute Of Science & Technology, Hyderabad. (Year 2008).
* **Diploma** In **Civil Engg**. From State Board Of Technical Education (SBTET), Jawaharlal Nehru Govt.Polytechnic, Hyderabad. (Year 2005).
* **S.S.C.** from State Board Of Secondary Education, Cardinal Gracious High School, Hyderabad. (Year 2002).

**PERSONAL DETAILS**

**Name : Anoop Kulkarni**

**Father’s Name : Arun Kulkarni**

**Date of Birth : 22nd February 1987**

**Sex : Male**

**Marital Status : Single**

**Nationality : Indian**

**Languages Known : Hindi, English, Telugu,Marathi**

**and Kannada.**

**Permanent Address : H.NO: 3-10-98, Gokhale Nagar,**

**Ramanthapur, Hyderabad-500013.**

**DECLARATION**

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

**Place: Hyderabad**

**Date:**

**Anoop Kulkarni**