Contact Number: +917013534995 E-mail: saik12345m@gmail.com

Saikumar Mantige

**PROFILE:**

An Incident Management Engineer with **5** years of rich experience in technical support process. Ability to work both independently and/or in a team environment.

## Work History:

**HCL Technology:** Technical Support Associate at HCL Technology from December 2018 to October 2021.

* Troubleshooting via chat, email and phone customer problems with computer hardware and software issues as well as client specific equipment and applications.
* Answering incoming inquiries, responding to customer questions and solves problems according to standardized procedures while maintaining a courteous manner.
* Asking effective questions and gathers information to determine the source of problems and customer needs.
* Leading the customers through the documented process of fixing their software, hardware, or network problems.
* Using product information, multiple client tools, client-specific reference materials, scripting, advanced technical knowledge, and customer service skills and problem-solving skills to diagnose and solve customer problems.
* Monitoring and coaching the Technical Support Representatives regarding client specific procedure and requirements.

**Amazon:** Senior Support Specialist at Amazon from October 2021 to till date

* Serving as the main source of contact for technical issues and providing the relevant information and resolving customer service requests
* Additional duties include (but are not limited to): Identifying and confirm performance problems and notify Managers/ Leader
* Monitors the effectiveness of incident management and Service Request fulfillment and makes recommendations for improvement
* Assist with the development of processes and procedures to improve incident response times, analysis of incidents, and overall SLA
* Work closely with the audit team to provide details related to the incident management process and specific incidents
* Collaborate within the Incident Management team to ensure that the performance of the team achieves the defined performance targets and KPIs

**5 years of experience in application like:**

* ITIL Foundation,
* ServiceNow, Remedy (Incident management, WO and CRQ, Console Management)
* Active Directory, VM Ware, Webex, VPN
* My SC Reporting tool
* Microsoft Office Application (Outlook, Excel, word, Power point)
* Windows, MAC and IPAD trouble shooting
* Worked in APAC, EMEA, US regions.

## ROLES AND RESPONSIBILITIES:

* IT specialist Engineer
* Major Incident Management
* Problem Management
* Service Delivery
* Process Excellence
* Continuous Service Improvement

**Education:**

|  |  |  |
| --- | --- | --- |
| Degree | Institute | Year |
| SSC | St Paul’s High School | 2012 |
| Intermediate | Narayana Junior College | 2014 |
| B-tech | Malla Reddy Institutes of Engineering and Technologies | 2018 |

## Achievements :

* Customer Obsession
* Team Player Award
* Best Employee of the Month
* Process Excellence Award

## HOBBIES:

Reading Books

**PERSONAL INFORMATION:**

* Date of birth :8th August 1996
* Father’s name : Shiva Raj Mantige,
* Nationality : Indian
* Languages know : English & Kannada, Hindi, Telugu, Marathi
* Address : H. No: 4-2-165, Sultan Bazar, Koti, Hyderabad, India.

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**Declaration:**

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

**Place:** Hyderabad

**Date: (Saikumar Mantige)**