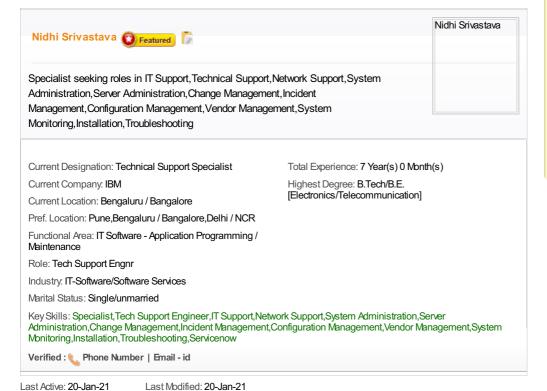


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**Summary** 

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Proficient in IT environment over implement and Support AS/400 remote monitoring in multiple environment including network support.

Aiming to obtain a challenging position, where my technical and interpersonal skills can be utilized to benefit the organization, and to apply my technical knowledge skills to help lead a competitive growing company to a new level of success and guide them towards a new age of advanced technology.

# **Work Experience**

IBM as Technical Support Specialist

Sep 2018 to Till Date

Responsible for analysis and resolving of problems related with AS/400 Servers, operating system.

Assisting clients to upgrades, and new installation of hardware and software components.

Provide support for backup and recovery, taking care of daily, weekly and monthly backup.

Work Experience | Education | IT Skills |

Directly responsible for AS/400 monitoring, troubleshooting, installations & configuration, interfacing with different OS version

Working on PTFs, 2factor authentication, wwts support and upgrade, OS upgrade, Health-check for all the systems Complete IBMAS/400 system Monitoring

Provide support for backup and recovery of AS/400 systems

System security, including user's profiles, group profiles and objects authority maintenance

PTF management, Load and applied various PTF of AS/400 system whenever required

User Management (User Creation, Deletion providing the authorization).

Create and present daily, weekly & monthly status reports to Regional Manager.

Assist clients with upgrades, and new installs of hardware and software components.

Facilitate and attend the conference bridge process for Shift Handover & Takeover..

Ensure the quality and timely delivery of daily activities & achieve the metrics allotted us as per business criticality for that particular task job.

Escalating unresolved tickets to appropriate support groups.

Provide 24x7 matrix support, as part of a team.

Providing On call support in the weekends.

 $\hbox{System $\bar{V}$ alues management, Troubleshooting OS related problems and resolving them.}$ 

Vendor Management & Backup / Restore (BRMS).

User Management (User Creation, Deletion providing the authorization).

PTF installation on AS400 after getting customer & application team request.

Good working knowledge on LPAR, PTF installation & Series Navigator.

Working on BRMS.

Process Management:

Administrating change management related to server upgrades and software installation.

# **Important**

 Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld Documentation of technologies, standards and procedures.

Consistently provide remote support and manage numerous technical queries for client needs and try to resolve on time within SLA breached in a positive and helpful manner.

Working on internal/external escalation matrix for customers/vendors for incident management.

RCA process for Problems leading to strategic resolution. Work on change management, Problem Management and Incident Management.

### Cognizant Technology Solutions as Systems Analyst Programmer

Mar 2018 to Aug 2018

Complete IBM AS/400 system Monitoring

Provide support for backup and recovery of AS/400 systems

System security, including user's profiles, group profiles and objects authority maintenance Working on Tools: Tivoli, Control M, HPBSM and BRMS.

Create and present daily, weekly & monthly status reports to Regional Manager.

## HCL Technologies Limited as Analyst

Sep 2015 to Mar 2018

Complete IBM AS/400 system Monitoring

Provide support for backup and recovery of AS/400 systems

System security, including user's profiles, group profiles and objects authority maintenance PTF management, Load and applied various PTF of AS/400 system whenever required

Create and present daily, weekly & monthly status reports to Regional Manager.

Assist clients with upgrades, and new installs of hardware and software components.

Facilitate and attend the conference bridge process for Shift Handover & Takeover..

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#### Education

UG: B.Tech/B.E. (Electronics/Telecommunication) from KGE College, Gautam Buddha Technical University, Kanpur in 2012

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#### IT Skills

Skill Name	Version	Last Used	Experience
Service Now & SCCD			

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#### Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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### **Affirmative Action**

### **Work Authorization**

Physically Challenged: No

Job Type: Permanent / Temporary Employment Status: Full Time, Part Time

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