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Nidhi Srivastava ⭐ Featured

Nidhi Srivastava

Specialist seeking roles in IT Support,Technical Support,Network Support,System Administration,Server Administration,Change Management,Incident Management,Configuration Management,Vendor Management,System Monitoring,Installation,Troubleshooting

Current Designation: Technical Support Specialist

Current Company: IBM

Current Location: Bengaluru / Bangalore

Pref. Location: Pune,Bengaluru / Bangalore,Delhi / NCR

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Total Experience: 7 Year(s) 0 Month(s)

Highest Degree: B.Tech/B.E. [Electronics/Telecommunication]

Key Skills: Specialist,Tech Support Engineer,IT Support,Network Support,System Administration,Server Administration,Change Management,Incident Management,Configuration Management,Vendor Management,System Monitoring,Installation,Troubleshooting,Servicenow

Verified : 📞 **Phone Number | Email - id**

Last Active: 20-Jan-21   Last Modified: 20-Jan-21

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Summary

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.
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 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
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.
System Values 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 &i Series Navigator.
Working on BRMS.

Process Management:
Administrating change management related to server upgrades and software installation.

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..

Education

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

IT Skills

Skill Name	Version	Last Used	Experience
Service Now & SCCD			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time