



KOMAL. R.R

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System Admin seeking roles in System Administration,IT Operations Management,Service Desk Management,Incident Management,Delivery Management,Technical Support,Application Support,Service Now,Installation,Troubleshooting,Client Servicing

Current Designation: System Administrator / Senior Process Associate	Total Experience: 4 Year(s) 0 Month(s)
Current Company: TATA CONSULTANCY SERVICES	Notice Period: 3 Months
Current Location: Bengaluru / Bangalore	Highest Degree: BCA[Computers]
Pref. Location: Bengaluru / Bangalore,Chennai	
Functional Area: IT Software - Application Programming / Maintenance	
Role: System Analyst	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: System Admin, System Administration, IT Operations Management, Service Desk Management, Incident Management, Delivery Management, Technical Support, Application Support, Service Now, Installation, Troubleshooting, Client Servicing	
Verified : Phone Number Email - id	

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

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Summary

To work in the challenging environment of your organization that helps me in utilizing my knowledge, skills to the best development of organization as whole.

Work Experience

■ TATA CONSULTANCY SERVICES as System Administrator / Senior Process Associate Mar 2019 to Till Date

Actionable Command Center (ACC)

- * Primary Responsibility for monitoring and coordinating with operation teams.
- * Realtime acknowledgement and ownership of IT infrastructure alerts.
- * Quickly address the critical alerts to respective teams with adherence to SLA timelines.
- * Hands on experience on control M: IT workload automation and job Scheduling tool.
- * Work on SD Plus Reporting (Report creation / Deletion / Modification) .
- * Perform Unix Password reset/Switch user access/Unlock user on Putty application
- * Work on Snow application for Incidents , Change task , Reports and Requests from end users.

■ CONCENTRIX DAKASH SERVICES INDIA PVT LTD as Representative Operations Apr 2018 to Mar 2019

- * Primary responsibilities are to Monitor and Troubleshoot with costumer queries.
- * Handling in depth with Mobile system on calls .
- * First level issue triage and manage escalation according to the policies.

■ Accenture as Application Support New Associate - PMO Mar 2017 to Mar 2018

- * Provide day-to-day technical support and administration of the technology infrastructure.
- * Primary responsibilities are to Monitor and Troubleshoot Server system.
- * Handling ticket acknowledgement, sending initial updates to end user.
- * First level issue triage and manage escalation according to the policies.
- * Analyze reports and recommend suggestions for the optimization of the Infrastructure whether required.
- * Knowledge sharing between the team and subordinated

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Education

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.

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IT Skills

Skill Name	Version	Last Used	Experience
Service now, Windows , Service desk			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Kannada				
Tamil				

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Affirmative Action

Physically Challenged: No

Work Authorization

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

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