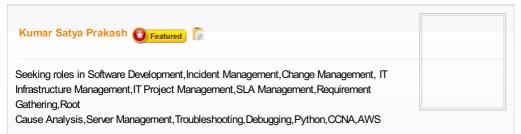


1800 102 2558 | +91 9818882211







Current Designation: Technical Support Specialist Total Experience: 8 Year(s) 0 Month(s)

Current Company: Teradata Notice Period: 15 Days or less

Current Location: Hyderabad / Secunderabad Highest Degree: PG Diploma [Electronics]

Pref. Location: Bengaluru / Bangalore, Gurgaon, Hyderabad Functional Area: IT Software - Application Programming /

Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Technical Support Specialist/Engineer, Software Development, Incident Management, Change Management, IT Infrastructure Management, IT Project Management, SLA Management, Requirement Gathering, Root Cause

Analysis, Server Management, Troubleshooting, Debugging

Verified : L Phone Number | Email - id

Last Modified: 22-Jan-21 Last Modified: 22-Jan-21

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Summary

Goal-oriented professional with over 3 years of experience as Technical Support Specialist

Atechnocrat with hands-on experience in driving service level

management to meet or exceed quality of service commitments; skilled in resolving complex & critical system issues within set SLA involving Root Cause Analysis

Skilled in requirement analysis to system study, designing, testing,

debugging, documentation and implementation

Expertise in troubleshooting and debugging skills along with deep knowledge of systems, databases, and applications to get to root cause of the customer's issue

Established quality standards for various operational areas, implemented quality systems & procedures to facilitate a high-quality customer experience, while adhering to the SLAs

Work Experience

Teradata India Private Ltd as Technical Support Specialist Oct 2016 to Oct 2020

Ensured that the goals of the Incident Management process were achieved; restored normal service as soon as possible based

on customer perspective and within defined SLA; closed incidents after verification from users

Reviewed employee schedules to ensure 100% phone and customer coverage

Provided problem resolution and communicated necessary actions effectively to representative and customer Troubleshot & resolved requests for software assistance, primarily coming in the form of e-mail, phone calls, LANDesk

Incident Monitor help tickets

Axeda Service connect, VNC Viewer to connect to customer and investigate

Developed upgrade/patching plans for servers/services; created & implemented change management strategies and plans

that maximize employee adoption and usage and minimize resistance

Worked in a 7x24 high volume support center environment to resolve customer's (both internal and external) problem Provided effective and consistent technical support and searched technical solutions; addressed performance bottlenecks

and ensured maximum uptime for equipment

Resolved escalated issues with vendors to ensure the smooth functioning of systems; conducted systems diagnostics,

troubleshot, analyzed equipment performance and ascertained reasons for the encountered bottlenecks Organized training for end users and maintained service levels

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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 Worked primarily with enterprise customers of Teradata's server and core server products, proactively assisted them with

post?sales installation, configuration and set up tasks, or customers of Teradata's products

Mapped client's requirements & provided them best solutions involving evaluation & definition of the scope of project and

finalization of project requirements

Set-up test environments to mirror customer set-up, write test scripts, and perform tests using customer's data or representative data

Troubleshot & resolved requests for software assistance, primarily coming in the form of e-mail, phone calls, LANDesk or

Incident Monitor help tickets in MyWork & ServiceNow

Designed, developed, tested, troubleshoot and debugged the applications; providing post-implementation, application maintenance and enhancement support to the client with regards to the product/software application

Provided technical support during production for troubleshooting daily operational/technical problems from customers, proposing

solutions, building customer relationships & developing monthly reports

Implemented methodology involving developing comprehensive test plans, tracking activities and ensuring overall quality

including functionality, performance & scalability

Performed requirement gathering from business users, analyzed the specifications provided by the clients and established

specification documents as per client requirements

Contributed as a routine partner with Development, Sustaining Engineering and Sales Engineering organizations to resolve

support issues, document bugs, provide UAT on product builds, and ensured that new and newly upgraded server installations were successful

Coordinated & consulted with Teradata's clients to successfully integrate (installation, data connectivity, analysis and performance) the application into their business, and to resolve highly complex technical issues associated with integration

Met deadlines and TAT without compromising quality norms and adhering to SLA

Escalated support cases and priority issues to management as appropriate using good judgment in when and how to escalate

Interacted with team members to ensure smooth progress of project work; ensured adherence to quality norms throughout

the implementation process

■ Teradata as Technical Support Specialist

Oct 2016 to Till Date

As Technical Support Specialist accepted calls & ServiceNow cases from customers from all across the globe. Helped customers by troubleshooting & providing updates and resolution within SLAs after investigation. Escalated critical cases to different Engineering Teams for immediate assistance & resolution of customer issues.

padhopadhao.com as Tutor

Jul 2012 to Feb 2016

Providing academic guidance to the students of Senior School in Physics, Chemistry & Mathematics

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Education

UG: B.Tech/B.E. (Electronics/Telecommunication) from Rajiv Gandhi Technical University, Bhopal in 2012

PG: PG Diploma (Electronics) from Centre for Development of Advanced Computing (CDAC) in 2016

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IT Skills

Skill Name	Version	Last Used	Experience
RTL Coding (Verilog/System Verilog/VHDL)			
Service now			4 Year(s) 1 Month(s)
ServiceNow		2020	4 Year(s) 1 Month(s)
MyWork		2020	4 Year(s)
Axeda Service Connect		2020	4 Year(s) 1 Month(s)
VNC		2020	4 Year(s) 1 Month(s)
Word, Excel & PowerPoint			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Physically Challenged: No

Job Type: Permanent Employment Status: Full time

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