



**Naveen Kasula**

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Assistant Consultant seeking role in Operations Management,Service Delivery Management,System Administration,Server Support,Client Management,SLA Management,Application Support,Incident Management,Problem Management,SAP BO

Current Designation: Assistant Consultant	Total Experience: 12 Year(s) 0 Month(s)
Current Company: TCS	Notice Period: 3 Months
Current Location: Hyderabad / Secunderabad	Highest Degree: B.Sc [Electronics]
Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad	
Functional Area: IT Software - Application Programming / Maintenance	
Role: System Admin	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Assistant Consultant,System Admin,Operations Management,Service Delivery Management,System Administration,Server Support,Client Management,SLA Management,Application Support,Incident Management,Problem Management,SAP BO	
Verified :  Phone Number    Email - id	

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

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## Summary

- \* A result-driven professional with over 12 years of experience in SAP BO Application Support Engineering and System Administration
- \* Hands-on experience in technologies like Business Objects XI R2, XI R3.1, XI R4.0, 4.1 & 4.2.; gained knowledge of AWS SYSOPS Admin. by attending 2 months training
- \* Led the migration of Applications from Business Objects XI R2 to BOXIR3 and SAP BOBI 4.1 to SAP BOBI 4.2, deployment of Adhoc Webi or crystal Reports, universes, creation of new users, and assigning of roles and rights to users, creation of roles and groups
- \* Spearheaded the clustering the BO servers; application of HTTPS/SSL to Tomcat Server
- \* Gained international exposure while working in Uruguay
- \* Displayed efforts in operations management; led process excellence initiatives which provided client & business, benefits like increased process efficiency, reduced cost & risk and improved quality of service

## Work Experience

- TCS** as Assistant Consultant  
Feb 2014 to Till Date

Growth Path:  
Feb'14 - Mar'15 as ITA  
Since Mar'15 as Assistant Consultant

### Key Result Areas:

- \* Solving major incidents and maintaining related documentation like root cause analysis report and known errors
- \* Detecting and analysing software defects and inconsistencies and rectifying the same
- \* Implementing, testing and monitoring the new deployments
- \* Verifying accuracy of all completed incidents/ implementations, answering all inquiries
- \* Resolving & managing escalations and monitoring utilization of existing resources and manpower
- \* Interfacing with the new tenants among all project locations to clarify and explain software features
- \* Monitoring daily tasks with the team members and ensuring that all incidents engagements are updated correctly
- \* Identifying issues & risks in a timely manner; developing/ implementing appropriate mitigation & contingency plans
- \* Monitoring & controlling projects with respect to cost, resource, time overruns and quality compliance to ensure satisfactory execution of projects
- \* Supporting and providing inputs to the baseline cost structure & performance metrics; suggesting action to decrease cost and improve efficiency
- \* Heading service delivery operations including KPIs, SLA Management, Headcount & Forecasting
- \* Defining service standards & guidelines, governance structure that act as benchmark for excellent service delivery
- \* Steering daily service delivery, continuous development and improvement of services in accordance with targets/ objectives included in service plans
- \* Conceptualizing & implementing customer oriented service policies, systems & SOPs for accomplishment of business goals



### 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.

- \* Working with Multi-domain Team to look for the automation opportunities in business process management
- \* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members
- \* Resolving & managing escalations and monitoring utilization of existing resources and manpower

• **Infosys** as Assistant System Engineer Trainee  
Jun 2008 to Feb 2014

Growth Path/ Deputations

Jul'08 - Dec'14 as Assistant System Engineer, Pune

Dec'14 - Feb'14 as System Engineer, Hyderabad

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## Education

UG: **B.Sc (Electronics)** from **Loyola Academy Degree & PG College, Alwal, Osmania University** in **2008**

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## IT Skills

Skill Name	Version	Last Used	Experience
Business Objects XI R2, XI R3.1, XI R4.0			
Tomcat & IIS			
SQL Server, Oracle			
Windows XP, Linux & AIX			

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## Languages Known

Language	Proficiency	Read	Write	Speak
Hindi				
English				
Telugu				
Marathi				

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## Affirmative Action

Category: **General**

Physically Challenged: **No**

## Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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