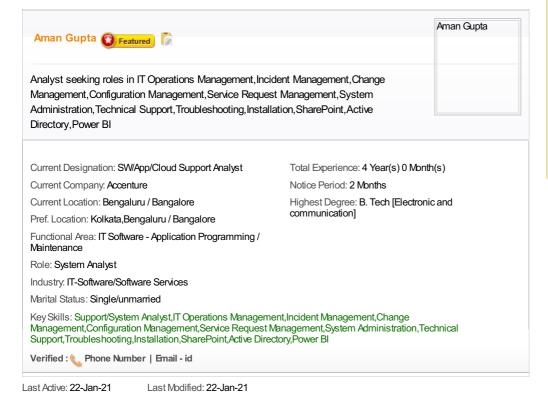


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Summary

Jump to Section

To pursue my career work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills & work experience and to contribute towards mutual benefit and fulfilment of organizational goals.

Work Experience | Education | IT Skills |

Work Experience

Accenture as SW/App/Cloud Support Analyst Sep 2016 to Till Date

Joined as a Lead on Duty for 38 Accenture Projects. Responsible for handling end-to-end lifecycle of priority incidents, interacting with application owners, supports groups and all stakeholders.

Lead on Duty majorly deals with Incident Management, Major Incident Management, Change Management, Business Continuity Management, Service Request Management to Accenture Projects.

Responsible for validating the Business Impact and Prioritization of reported incidents and coordinating with different vendors, ensuring active communication channel for swift resolution within agreed time.

Initiating technical bridge calls with support teams and application managers for priority incidents, driving Service Restoration team towards resolution & sending out Mnutes of Meeting to all stakeholders.

Contacting and engaging different support teams for Investigation & Analysis, as and when required.

Communicating hourly Investigation progress report & Resolution notification to all stakeholders.

Conducting major incident review with the Service Restoration team to ensure successful restoration of the interrupted services.

Follow up with the relevant support Teams to get a documented RCA and publish them bi-monthly.

Hosting Daily Incident call with different vendors to get updates on live and ongoing incidents.

Coordinating the approval process of Weekend Changes implemented by vendors and Accenture internal Teams.

Managing the approval process for Emergency Changes, to be implemented as a fix to resolve highest priority

incidents.
Following up on pending P3/P4 incidents with respective assigned support groups and drive towards closure. Also acting as point of contact for escalation and complaints for P3/P4 incidents.

Responsible for creating Daily Service Report and sharing daily productivity with senior management.

Handling real Time Business Continuity Programs in case of unforeseen Outages for all 38 Projects and Hilton. This is done with coordinating with the Accenture BCMTeam.

Driving regular BCP awareness training programs (classroom/ Skype calls) for new joiners to have them well informed of the process to follow during real time scenarios.

Also conduct awareness programs (classroom/ Skype calls) for new joiners to have them well versed with the Accenture Information Security Policies and floor decorum to be followed in business hours.

Handling of Transport Escalations for all the Projects under my span, and act as a coordinator between Accenture Transport and the project POCs to have a resolution for the same

Drive monthly Transport meetings to identify and resolve various Transport issues.

Also, responsible to work with the Project Management (PMO) to raise any ad-hoc requirements of the Project under our span and take it to closure with required approvals.

Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.

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 Microsoft Outlook, Outlook Express configuration, backup, troubleshooting.

Maintenance of computer hardware systems and system assembly.

Maintain the assets of pc's and laptops.

Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.

Installation of Antivirus, Patches & Updates from Backend side & frontend both.

Installation of Antivirus, Patches & Updates from Backend & Frontend both.

Experience in installation of Windows OS, Configuration, Technical troubleshooting and Support to server Hardware.

^ Back to Top

Education

UG: B.Tech/B.E. (Electronics/Telecommunication) from CITY ENGINEERING COLLEGE, BANGALORE in 2016

PG: B. Tech (Electronic and communication) from City Engineering College, Bangalore in 2016

Other Qualifications/Certifications/Programs:

ITIL 4

^ Back to Top

IT Skills

Skill Name	Version	Last Used	Experience
MS Office, Power BI, Excel, SharePoint			
Active Directory, C programming, RPA			

^ Back to Top

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Kannada				

^ Back to Top

Affirmative Action

Work Authorization

Physically Challenged: ${
m No}$

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

^ Back to Top

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