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TEEKARAM KANNAN  

CCNA Certified, Desktop Support Lead, Application Support, ITSM, Service Now, BMC Remedy, Remote Support, Client Relationship, Escalation Management, Incident Management, Service Request, Change Request, Shift Management and Dashboard Management

Current Location: Bengaluru / Bangalore

Total Experience: 13 Year(s) 0 Month(s)

Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad

Highest Degree: B.Com [Computer Science]

Functional Area: IT Software - Application Programming / Maintenance

Role: IT/Networking-Mgr

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: MySQL, Application Support, Desktop Support, ITSM, BMC Remedy, JIRA, Mdesk, Production Support, Dashboards, Shift Management, Shift Planning,

Verified:  Phone Number | Email - id

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

Jump to Section

[Work Experience](#) | [Education](#) | [IT Skills](#) |

Summary

CCNA Certified Professional with an analytical bent of mind offering over 6 years of success in supervising, planning & managing end-to-end Technical Support Operations. Extensive intelligence in ITIL & ITSM foundation framework which includes Service Delivery functions such as Incident Management, Problem Management, Change Management, Configuration Management & Asset Management; expertise in managing high-severity incidents to ensure service availability with minimal delay and impact towards ensuring smooth operations of various environments. Showcased excellence in leading end-to-end perfection across Service, Problem, Escalation, Transition & Project Management with proficiency in managing issues that could impact end-to-end delivery operations, performing root-cause analysis for remedying technical difficulties and providing leadership/direction. Effective leader with excellent motivational skills to sustain growth momentum while motivating peak individual performances

Work Experience

Teamstreamz India Pvt. Ltd. as Implementation Manager Feb 2019 to Nov 2019

Significant Highlights:

Managed JIRA and Service Now Migration and UAT individually with third party vendor

Monitored Live Queues of L1 and L2 Tickets; routed the same to the appropriate team for quick resolution

Created AWS QuickSight Access for the end users and internal employee's

Educated the end user using company app for daily use such as Journey Plans, Marking Attendance, Scanning Products & so on

Managed SQL Query for Daily, Weekly, and Monthly reports

Marlabs India Pvt. Ltd. as Lead (Technical Support) Aug 2017 to Feb 2019

Significant Highlights:

Assisted to drive a 10% increase in customer satisfaction based on a Customer Survey received every month

Automated On-boarding Process (Profile Modification / De-activation)

Streamlined Process Documentation for Internal Audit

Collabera Technologies as Sr. IT Engineer (L2 Support) Aug 2015 to Mar 2017

Significant Highlights:

Deployed License Application through Marimba / GS Apps Store (Private Cloud)

Managed & exceeded call management goals (average of 60 calls daily with a 75% first-call resolution ratio); attained an average talktime of 5.5 minutes well below 7-minute goal

Supported APAC, EMEA and US Region for GS Internal Employees

Escalated Network / Unix - Storage related issues to GS Network / Unix team

[^ Back to Top](#)

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.

Education

UG: **B.Com (Computer Science)** from **S.M.S.G Jain Degree College, Indiranagar (Bangalore University)** in **2004**

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
ITIL, Unix			
AWS (EC2, VPC, S3, Lambda, Cloud)			
SQL, Basic Macros			
MS Office (VLOOKUP, PivotTable)			
JIRA, Snow, RHEL, Windows Server			
Windows (XP, 8, 10)			
Oracle, MS SQL, MySQL, Maria DB			
AWS - RDS			
ITSM Remedy, Service Now, MDesk			
Microsoft Outlook, Lotus Notes			
AWS Quicksight, Bloomberg			
VPN Application (Big-IP Edge Client)			
Aventail, RSA (Remote Server Access)			
SAP			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Tamil				
Kannada				

[^ Back to Top](#)

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

[^ Back to Top](#)