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Aman Gupta ⭐ Featured

Aman Gupta

Analyst seeking roles in IT Operations Management,Incident Management,Change Management,Configuration Management,Service Request Management,System Administration,Technical Support,Troubleshooting,Installation,SharePoint,Active Directory,Power BI

Current Designation: SW/App/Cloud Support Analyst

Current Company: Accenture

Current Location: Bengaluru / Bangalore

Pref. Location: Kolkata,Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: System Analyst

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Support/System Analyst,IT Operations Management,Incident Management,Change Management,Configuration Management,Service Request Management,System Administration,Technical Support,Troubleshooting,Installation,SharePoint,Active Directory,Power BI

Verified : 📞 Phone Number | Email - id

Total Experience: 4 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree: B. Tech [Electronic and communication]

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

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Summary

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

● **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 Minutes 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 BCM Team.
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.

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.

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

IT Skills

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

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Kannada				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent / Temporary

Employment Status: Full Time, Part Time