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Alok Kumar Yadav ⭐ Featured 📝

Alok Kumar Yadav

Consultant seeking roles in Technical Analysis,IT Infrastructure Management,Incident Management,Software Installation,Exchange Administration,Escalation Management,Production Support,Customer Satisfaction,Quality Assurance,Amazon Redshift

Current Designation: Consultant - IT

Current Company: Infinite Computer Solution

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Consultant,Tech Support Engineer,Technical Analysis,IT Infrastructure Management,Incident Management,Software Installation,Exchange Administration,Escalation Management,Production Support,Customer Satisfaction,Quality Assurance,Amazon Redshift,AWS

Verified : 📞 Phone Number | Email - id

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

Notice Period: 2 Months

Highest Degree: B.Tech/B.E. [Computers]

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

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Summary

Result-oriented Professional with over 4 years of experience in IT Infrastructure Management,Incident Management,Software Installation,Exchange Administration,Escalation Management,Production Support,Customer Satisfaction,Quality Assurance,Amazon Redshift

Work Experience

◉ **Infinite Computer Solution** as Consultant - IT
Sep 2019 to Till Date

*   Delivering excellence in supporting customers requiring technical assistance.
*   Expertise in remotely troubleshooting issues related to Active directory, mailbox, browser issues, Software installation and Microsoft Products such as outlook, Skype, Teams.
*   Work as an Exchange Administrator in granting access to Mailbox, Shared Calendar and Distribution lists.
*   Perform initial test, allocation of the task, research, and resolution of primary incidents and requests concerning the use of application software and hardware products along with infrastructure constituents.
*   Identifying the issues along with the appropriate solution, and executing the same, meanwhile ensuring accuracy in results; escalating tickets in case issue remains unresolved.
*   Working on Incidents raised by user for Software and Hardware issues.
*   Defining and implementation of ITIL process for the service desk.
*   Efficient usage of BMC Remedy force for ticketing and documentation process.
*   Dispatching data across to floor via BMC Queue's for Smooth flow of ticket resolution
*   Supports on Dameware for remote connect.
*   Software Deployment on Individual Systems

◉ **Hewlett-Packard Inc.**
Mar 2016 to May 2019

*   Identify troubleshoot and analyse hardware and software issues, determine appropriate course of action, and conduct repairs, modifications and peripherals needed.
*   Read and analyse technical specifications, schematics, illustrated parts breakdown, and operations and maintenance procedures to research and select sources to replace obsolete components with suitable form, fit, and function substitutes to support the overhaul and operation of systems.
*   Perform the responsibilities of analysing and solving problems of minimal to moderate complexity under instruction of team leads and management.
*   Mainly involved in the task of providing technical support on desktops, notebook, mobile workstation, thin clients workstation servers to commercial customers via phone and emails.
*   Assist in Knowledge Transition to Production Support.
*   Create process flows and Standard operation procedures.
*   Creation and updating of Existing knowledge base articles.
*   Create process flows and Standard operation procedures.

* Defining escalation Matrix and process for unresolved technical issues.
* Partial management of high visibility end user support platforms to deliver efficient solution and drive customer satisfaction.
* Maintaining SLA matrix and reports for Evaluation purpose.
* Creation of Quality Audit Process for ensuring work quality evaluation.
* Manage Service documentation for the desk to review and use for repetitive issues.

Education

UG: **B.Tech/B.E. (Computers)** from **Rajiv Gandhi Proudyogiki Vishwavidyalaya (RGPV), Bhopal** in **2014**

IT Skills

Skill Name	Version	Last Used	Experience
S3, EC2, IAM			
Cloudwatch, Route53, Amazon Redshift			
VPC, Cloudfront			

Languages Known

Language	Proficiency	Read	Write	Speak
english	Proficient	✔	✔	✔

Affirmative Action

Physically Challenged: **No**