

Support Account Manager Support Account Manager Support Account Manager - VMware Inc.  
Atlanta, GA Work Experience Support Account Manager VMware Inc. - Atlanta, GA June 2018 to  
Present Working as a liaison between technical teams and clients with VMware EUC Portfolio -  
WorkspaceONE Technical point of contact for a customer questions & concerns, resource  
coordination for support activities Managed/coordinated issue resolution, acceleration & oversight  
of escalations Facilitated regular status updates on incident situations including third-party vendors  
Provide regular operational review of support issues, bugs, & feature requests with prioritization  
Recurring Status Reporting: support requests, upcoming projects, product partnership  
Quarterly/Annual Support Reviews to discuss support trends and operating efficiencies Provided  
early access to known issue fixes via beta program Application Support Engineer VMware Inc. -  
Atlanta, GA May 2015 to June 2018 Worked as an Application Support Engineer helping clients with  
Mobility Solutions AirWatch & Identity Mgmt. Handled multiple subject matters areas like Device,  
Application, Content, Email, Certificate Analyzed customer use-cases for implementation and  
changes on the console, provided technical consulting, as well as rectified customer grievances by  
fine-tuning the root cause Identified and reported bugs in products or feature roll-outs post  
elaborate and thorough testing of AW products, along with subsequent feature releases Prepared  
curriculum, certifications, and video recordings for technical training on AirWatch products  
Collaborated with internal teams like Product, Escalation and Technical Account Management  
providing complete solution to the customer paying for highest level of support Junior Subject  
Matter Expert for the Apple Team handling iOS and macOS device enrollment and issues Served  
as Enterprise POD Captain to strategize methodology and solutions for better customer service  
Technology Project Manager Intern American College Testing Inc - Iowa City, IA June 2014 to  
August 2014 Assisted in 'The ACT In-School Release' in its Development phase combining my PM  
vision with the supervisor Specialized in ServiceNow and Primavera tools for Project scheduling  
and issue, risk, & change record documentation Reinforced the Agile methodology with SCRUM  
Development Teams by preparing Sprint Charts (timeline) using Visio and facilitating User  
Acceptance Testing (UAT) meetings to track the System Development progress Formulated the

SDLC deliverable document for auditing requirements, and prepared Project Scope along with hub-&-spoke document for kick-off and commitment meeting of 'The ACT Scoring' project

Collaborated with Business and Technical teams with meetings to follow up and expedite the Action Items closure

Senior Systems Administrator (Technical & Compliance Team) IBM India Private Limited - Bengaluru, Karnataka July 2010 to July 2013 Administered the UNIX Operating System on the servers hosting critical client-focused applications

System Administration: Spearheaded second level support on troubleshooting, maintenance and performance tuning of UNIX servers

Appointed as Project Account Focal in successful Disaster Recovery/Business Continuity test of application servers

Remodeled the account with technical projects and scripting solutions to avert customer's business impact

Compliance/Risk Management: Maintained compliance status of servers to mitigate risk and gathered requirements for feasible upgrade of servers

Implemented patching, health checking, and user ID revalidation on servers for quarterly compliance check

Change Management: Performed incident, problem and change management by reviewing and implementing them as per the set schedule

Conducted comprehensive evaluation by pulling reports from the ticketing tools to optimize and minimize discrepancies

Education Master of Science (MS) in Information Systems & Operations Management University of Florida - Gainesville, FL August 2013 to May 2015

Bachelor of Engineering in Electronics & Communication Engineering Visvesvaraya Technological University - MVJ College of Engineering - Bengaluru, Karnataka June 2006 to June 2010

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