**Sunil Garikipati**

Personal: garikipatisunil@gmail.com

Phone: +919494218275

Whatsapp: +919821858117  
  
**Overview:**

Strongly skilled and dedicated ITIL certified with a superior work ethic and client satisfaction record. Widely and deeply knowledgeable in all aspects of ITIL management and coordination. Adept multitasked able to bring a high number of simultaneous projects to completion with accuracy and professionalism.

**Skill Set:**

* Wide experience in application configuration support
* Superior facility with ITIL V3 processes and life cycles
* Exceptional grasp of automated database reporting tools
* Strong oral and written communication abilities
* High organization and presentation skills
* Outstanding grasp of ITIL principles and processes

**Technical Skills:**

* **Systems**: Windows (2000, 2003), UNIX, Linux
* **Hardware**: Servers, Hubs, Routers, Switches, PC’s
* **Software**: MS Office Suite, MS SQL Server
* **Networking**: TCP/IP, DNS, DHCP, WINS, Ethernet, Token Ring
* **Languages**: Visual Basic, HTML, JavaScript

**Certifications:**

ITIL V3 Foundation

MCP (Microsoft Certified Professional)

**Continuous Professional Development:**

* Solution/Tools/Process Design
* Governance
* Service Transition/Transformation/OCM
* Tool analysis, mapping & implementation
* BMC ARS, HP SM and UCMDB.
* SIPs (Service Improvement Plans)
* Facilitated ITIL V3 Foundation trainings

**Since Oct’12: Knoah Solutions, Hyderabad as Senior Consultant on Cloud Computing**

**Key Deliverables:**

Knoah Solutions is an award-winning Global Outsourcing Services Company - with delivery onshore and offshore delivery centers in US and India - that delivers the best multi-channel customer and technical support services in the industry.

Since its founding in 2001, Knoah Solutions has successfully helped large enterprises and small companies deal with the challenges of contact center outsourcing by providing a unique blend of management experience, operational processes and best practices, state of the art technology and a core philosophy of flexibility and openness.

Knoah is your one stop shop for contact center services delivering Voice, Live Chat, E-mail, Data Analytics and 3rd Party QA Services.

**Roles & Responsibilities:**

* Meeting with clients to determine requirements;
* Working with clients to define the scope of a project;
* Planning timescales and the resources needed;
* Clarifying a client's system specifications, understanding their work practices and the nature of their business;
* Travelling to customer sites;
* Liaising with staff at all levels of a client organization;
* Defining software, hardware and network requirements;
* Analyzing IT requirements within companies and giving independent and objective advice on the use of IT;
* Developing agreed solutions and implementing new systems;
* Presenting solutions in written or oral reports;
* Helping clients with change-management activities;
* Designing, testing, installing and monitoring new systems;
* Preparing documentation and presenting progress reports to customers; organising training for users and other consultants;
* Being involved in sales and support, and where appropriate, maintaining contact with client organizations;
* Identifying potential clients and building and maintaining contacts.

**Since Oct’09: MphasiS an HP Company, Pune as Infrastructure Services Associate**

**Key Deliverables:**

MphasiS consistently delivers Applications services, Infrastructure services, and Business Process Outsourcing services globally through a combination of technology know-how, domain and process expertise. Our results focus on real improvement in business performance for our clients. We bring to our clients a credible and experienced global leadership team driving service delivery through the next generation global delivery model. We service clients in Financial Services, Manufacturing, Communications, Media & Entertainment, Healthcare & Life Sciences, Transportation & Logistics, Retail & Consumer Packaged goods, Energy & Utilities, and to Governments around the world.

**Notable Attainments:**

* Maintain and monitor all network, security and computer systems to meet the organizations current and future requirements.
* Responsible for management, maintenance and architecture of storage, virtualized
* environment, servers, network devices, and productivity tools
* Monitor systems and identify performance issues proactively
* Work within strict time frames and elevate incidents within defined timeframes
* Test all changes to networks, hardware, software, and hosted applications
* Monitors service delivery compliance to budget, quality standards and customer and business stakeholder requirements
* Cater to doing infrastructure coordination related to design and setup activities at different stages of a project
* Work with various vendors and service providers to ensure productive environment
* Resolve issues and prepare status reviews and reports
* Professionally represent the infrastructure team as a technical consultant on projects.
* Maintain the necessary project plans and documentation of all system builds and modifications.
* Interact and coordinate with vendors, suppliers, distributors and contract consultants
* Maintain a good working knowledge of current infrastructure and future trends
* Maintain good working relationships with all service providers and vendor to ensure that
* services received meet expected requirements of contract

**August’06-May’09: Brigade Corporation India Pvt. Ltd., Hyderabad as Subject Matter Expert, L2 support level**

**Key Deliverables:**

Since its inception in 1998, Brigade has focused on providing business process outsourcing (BPO) services and knowledge process outsourcing (KPO) services for global corporations. Brigade's global service delivery model provides clients with an opportunity to capture the competitive advantage of global labor markets to dramatically improve business processes while delivering them at substantially lower costs. Quality is a passion at Brigade and the aspects of high quality permeate every department here.

**Notable Attainments:**

* Manage a team of 15 – 20 professionals.
* General help desk support(Technical Support) for internal & external customers.
* Monitoring voice, chats and handling escalated supervisory calls /chats..
* Monitoring the network & the schedule the check points to get the issues in details.
* Mentoring & Motivating Team Members.
* Managing and adhering to SLA & conducting quality checks
* Managing a large team and ensuring service delivery
* Preparing action plan and Performance improvement Plans
* Team level Leave Management.
* Identifying and reporting training needs for team members
* Generating effective MIS on chats.
* Offering SAS (sales after service) to international customers particularly from USA & CANADA through HP’s RevGen Process.
* Arranging outbound call process for setting up services for HP Pavilion Notebooks customers.
* Successfully implemented system of B.O.S. and E.O.S. (Beginning of Shift and End of Shift)
* Maintained Customer Follow-ups.

**Academic Details:**

Graduation: B.Sc ( Computers )  
Division: First  
College / University: Nagarjuna University  
Year of passing: 2004.

**Personal Details:**

DOB: **10 - 06 - 1980**  
Nationality: **Indian**

Passport No: **M3293928**  
  
Marital Status: **Married**  
  
Address: 3-103A, Samatha Nagar, Nuzvid, Krishna, Andhra Pradesh-521201.

Thanking you,  
  
Declaration:  
  
I hereby declare that the above Information furnished is true to the best of my Knowledge.

**Sunil Garikipati**