

# Srikanth CH V R

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## Summary:

Adaptable professional with 17 years of work experience and proven knowledge of leadership, problem-solving, and workflow prioritization. Aiming to leverage my abilities to successfully fill the challenging roles at your company.

## Education:

- M.Sc. in IT and Management from Vinayaka Mission's Research Foundation, Salem – 2005.
- B.Sc. in Statistics from Andhra Loyola College, Vijayawada - 2003.

## Technical Skills:

- Manual Testing
- API, SQL, HTML
- Salesforce / JSM / Zendesk
- MS Excel
- Power BI
- Kibana and New Relic
- Confluence
- Workday

## Organizational Experience:

### Enghouse Systems

Jan 2021 – till date

Senior Technical Support Engineer (II)

- Managing the team of 12 and guiding them in day-to-day tasks.
- Scheduling of shifts for the team and managing leaves/ad hoc requests.
- Ensure customer satisfaction by providing timely support on all the tickets handled by the team.
- Lead and report the prioritization of product defects and improvement requests.
- Work on escalations and guide them towards resolution by involving related teams.
- Perform sanity testing of the product whenever there is a build release and provide the test results accurately.
- Provide training to the team on new features and create a reference document for them.

### iMomentum Software Pvt Ltd

Sep 2019 – Dec 2020

Lead Technical Support Engineer

- Assisted clients globally on Phenom products like CRM, Analytics, CMS, Chabot, etc.
- Analyse, understand, and troubleshoot the reported issue, and liaise with internal teams to get issues fixed.
- Being SME on Phenom products, assisted peers with their queries and guided them whenever required.
- Generated reports from Salesforce for few dedicated clients on the tickets on weekly and ad hoc basis.
- Created Dashboards and KB Articles in Salesforce and Confluence pages (Jira) for team review.
- Prioritized issues based on the severity and act accordingly to make sure they are addressed and resolved in timely manner.
- Attended weekly calls with the clients and help them with their reported issues.

### IBM India Pvt Ltd

Jul 2012 to Aug 2019

Technical Support Professional

- Worked as a HRIS consultant for Novartis, assisting their contacts globally.
- Function as primary contact in all their projects of implementing Brassring products.
- Manage team of 5 members with their work reports and the work-load balancing.
- Configuration of Brassring ATS using Workbench tool as per client requirements.
- Work on the Client reported issues and provide timely response to obtain good CSAT scores.
- Create KB articles and documents, in line with IBM best practices, on products for support reference.
- Undertake regulatory remediation and ensure closures within designated timelines.
- Generating reports from Brassring for TAS review and prepare reports for Dashboard.

### Sutherland Global Services

Jan 2011 to Jun 2012

Consultant

- Resolving customer queries related to Norton through online chatting.
- When issue not resolved, should be resolved by connecting to the customer's computer.
- The cases which are not resolved must be followed up until the issue gets resolved.
- Updating of the chats that has been done into the support tools.
- Maintaining the day-to-day reports of the work done and preparing the reports in Excel for the Team's review.

## **MOL Information Processing Services**

Dec 2008 to Dec 2010

Executive – Operations

- Processing of Import vessels coming to European ports.
- Updating exchange rate, local charges for the bills, preparing invoices.
- Sending arrival notices to the customers reminding them of their cargo arrival.
- Online updating of containers onto the port's sites basing on customer emails from UK region within SLA.
- Creating invoices on the demurrage and detention charges cargos after the arrival at ports.
- Updating the position of the containers on the vessel basing on the emails coming from the front office.
- Preparing Reports in excel for management review.

## **Wipro BPO**

Jan 2008 to Nov 2008

Process Associate

- Sorting out the incoming data, segregating the valid files from the incomplete data.
- Coding the complete incoming data for further processing to the Processors.
- Collating tasks and preparing individual reports for each processor and preparing final report for management review.
- Training the new joiners on the process.

### **Awards:**

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#### **At IBM:**

- 2015 program for demonstrating the Practice: "Listen for need, envision the future" and "Put the client first"
- 2016 program for demonstrating the Practice: "Unite to get it done now" and "Show personal interest"
- 2017 program for demonstrating the Practice: "Unite to get it done now"
- 2017 2H program for demonstrating the Practice: "Put the client first (From Reporting Manager and Global Manager)"
- 2018 1H program for demonstrating the Practice: "Put the client first"
- 2018 2H program for demonstrating the Practice: "Put the client first"
- 2018 2H Lab Services Award (LSA) program for demonstrating the Practice: "Put the client first"

#### **At Qumu:**

- Received "Employee of month" – March 2022, September 2022 and October in 2022.

### **Certificates:**

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- Certified Microsoft Power BI Data Analyst Associate.  
(**Credential ID:** 1CDD8EDCCD54B871 and **Certification number:** A8B9B4-7YD36D)