

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.

Certificates:

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

Technical Skills:

- Technical: Power BI and SQL, API
- APM Logs: Kibana and New Relic
- Cloud: GCP
- CRM Tools: Confluence and Jira, Salesforce, Zendesk

Organizational Experience:

Enghouse Systems

Jan 2021 – till date

Senior Technical Support Engineer (II)

- Work with the internal and external clients to understand their reporting requirements.
- Importing data to Power BI from Excel, Flat File, MySQL, SSMS.
- Define the relationship and optimize the data usability in Power BI.
- Expertise in ETL process and creating Dashboards using DAX calculations.
- Build dashboards for the clients using the Analytics data of the presentations they use.
- Generate SQL queries for the clients based on their requirements.

iMomentous 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.

Prior Experiences:

Awards:

In IBM:

- 2015–2018: Recognized multiple times for demonstrating core practices including “Put the client first,” “Unite to get it done now,” “Listen for need, envision the future,” and “Show personal interest.”
 - 2018: Received Lab Services Award (LSA) for outstanding client-first performance.

In Qumu:

- Recognized three times as “Employee of the month”.