

# VIPIN KHANNA

Mobile: +91 9902077933 ~ E-Mail: consultantvipin@hotmail.com

*Seeking position for Cyber security SOC/VAPT Engineer/Lead  
Geographical Preference: Delhi/NCR, Mumbai/Pune, Hyderabad,*

Demonstrated excellence in executing the entire project right from scratch to its completion. ITIL V3 Certified; well versed with ITIL Processes - Change Management, Incident Management, Configuration Management and Problem Management.

## **-16 YEARS OVERALL EXPERIENCE WITH 9 YEARS PLAYING THE ROLE OF PRODUCTION SUPPORT CONSULTANT-**

**Areas of Expertise:** | ITIL Implementation - Incident Management, Problem Management & Change Management | Progress Monitoring | Post-Implementation Support | SLA/TAT Management | Process Improvement | Risk Management | Business Analysis/Requirement Gathering | RCA/Quality Assurance | Stakeholder Management | Problem Solving Skills | Team Leadership | Presentation Skill | Solution Architecture

### **Career Highlights include:**

- Overall, 16 years of experience with around 10 years of experience covering Application Support L2/L3, JAVA based Applications in Incident Management, Configuration Management & Problem Management. Worked extensively in BFSI, Telecom, Semiconductor, Oil & Gas verticals;
- Good working knowledge of Python 3.7, Windows Server 2019 Administration & LINUX Administration. Shouldered responsibility as Delivery Lead with SLA - adhered timely resolution of incident tickets; ensured quick responsiveness for P1 & P2 issues;
- Knowledge of Ticketing tools like REMEDY, ServiceNow, JIRA, Application Monitoring tools like Control-M, Wiley, Debugging and analysis via log files and determining the fault and resolving them within most stringent SLAs;
- Acknowledged by an Appreciation Certificate for effective handling of BVoIP issues in IBM (For Client - AT&T) - a critical Problem Management initiative for the client in 2013

*Strategic problem-solver who envisions smart solutions and executes with urgency across all levels of the organization. Hands-on leader with extensive customer service experience who is able to keep teams focused and productive.*

## **CAREER CONTOUR**

### **Oct 21 to May 2023: IBM as Production Support Lead (Contractual basis on payroll of Microgreen Technologies)**

Served in the capacity of L2/L3 Application Support Lead for AT & T client. ICORE/INSTAR is a Network based application whereby Port assignment and related activities are carried out. My responsibilities include

- Looking into ICORE & INSTAR applications and providing necessary workarounds to progress the struck orders.
- Getting involved in multiple war room for urgent escalations whereby interacting with multiple interfacing teams (IBM owned & other vendor applications) to take the issue to closure at a priority
- Providing Customer education wherever the Orders can be handled by users itself.

### **Mar 19 to till Sept 20: Pearson as Application Support Consultant**

Served in the capacity of Application Support Consultant in Pearson. Looking into Incident Management using SQL server-based application for Pearson aided schools. Handling school related issues like assessment, User credentials related, Password reset, course mapping, Subject Mapping

### **Apr 18 to till Aug 18: Mphasis as Principal Infra Engineer Lead**

Served in the capacity of Principal Infra Lead for Client Alight. Looking after ITIL implementation functions viz. Incident Management, Change Management / Problem Management using technology solutions, and ensuring smooth functioning and mitigating risk involved.

### **Dec'16-Oct'17: Wipro Technologies Ltd., Pune as Production Support Lead/Shift Manager**

**Role:** Served in the capacity of Shift Manager for Client HSBC Bank (deployed as client location). Looking after ITIL implementation functions viz. Incident Management, Change Management / Problem Management using technology solutions based upon JAVA/J2EE, Spring, UNIX shell Scripting, APACHE Web server SQL, PL/SQL, HTML, CSS3, thereby ensuring smooth functioning and mitigating risk involved.

- Efficiently & effectively managing a team of 6 members; monitored incidents across Europe, US, Middle East and North America regions (with stringent timeline of recovery of service outage of 45 minutes)
- Played a key role in:
  - Managing client queries related to prioritized action items during the shift
  - Mitigating risks during resource unavailability and attrition by getting involved in crisis calls
  - Writing a shell script/cron job to get the system update/alert related to server's health, server vantage and CPU uses
  - Deftly identified the team's training & development needs, designed & developed the appropriate training program and coordinated appropriate internal training programs

### **Dec'15-Sep'16: Tata Teleservices Ltd., Bangalore as Solution Designer**

**Role:** Architected & developed designing solutions for the product & managing process setup & development. Successful in reviewing & approving:

- Solution design document based upon approved BRS for a Change Requests

- o Effort Estimation for a changerequest
- Skillfully documented existing Prepaid, Post-paid and Wireline Processes in VISIO

#### **Aug'10-Dec'15: IBM, Bangalore as Production Support Consultant**

##### **Key Projects:**

**Client:** **British Petroleum**

**Period:** Jul'15-Dec'15

- Functioned as ARIS Tools Team Lead for client BP; handled into ARIS application issues using technology solutions based upon JAVA/J2EE , UNIX shell Scripting, APACHE Tomcat server SQL, PL/SQL, HTML, CSS3, logged by users, as well as partnered with ARIS Scripting Analyst for any script requirement from business users

**Client:** **AT&T**

**Period:** Oct'14-Jul'15

- Was Migration Manager in AT&T account; prepared account level authorization and investment budget at account level; *obtained approval from US Management*
- Designed bench report and ensured actual are met based upon authorized
- Prepared & maintained ORR Dashboard

**Client:** **AT&T**

**Period:** Dec'11-Apr'14

- Performed as Production Support Team Lead for client AT&T using technology solutions based upon JAVA/J2EE, Hibernate, Microservices, UNIX shell Scripting, APACHE Web server SQL, PL/SQL, HTML, CSS3; efficiently & effectively worked on Problem Management Initiatives in AT & T for BVoiP product.
- Took care of ticket queue on daily basis among 2 SMEs as well as initial investigation based categorizes the ticket; *these tickets were assigned to a different team for RCA purpose*
- Actively involved in AT&T management along with team of Developer, System Analyst & SMEs; Key Member of RCA Team:
  - o Discussed the status of categorized incidents, whether code refactoring or requirement needs to be realigned to fix the issue
  - o Looked after the incident tickets for around a week to see if the issue is actually fixed

**Client:** **Applied Materials**

**Period:** Aug'10-Oct'11

- Acted as Application Support Analyst for client Applied Materials; looked after 2 ERP Applications - Metron Agile and Metron DATAFlo. Metron Agile was Product Lifecycle Management application with limited knowledge access; *actively involved in user management*
- Similarly, Metron DATAFlo was a financial ERP application with a user management role; took care of BPM Application ARIS for User Management and License Key Management
- ARIS Business Publisher was a routine daily activity done via cron & needs to monitor.
- GMOX was a JAVA based Supplier Portal using technology solutions based upon JAVA/J2EE, , UNIX shell Scripting, APACHE Web server TOAD , HTML, CSS3; monitored user management, data issues, notification & enhancement tasks

#### **Apr'09-Aug'10: WDC as Application Support Analyst**

**Role:** Looked after 2 ERP Applications - Metron Agile and Metron DATAFlo

- Metron Agile was Product Lifecycle Management application with limited knowledge access
- Metron DATAFlo was a financial ERP application with a user management role

#### **Mar'08-Feb'09: ASM Technologies Ltd. as Process Consultant**

**Role:** Held accountable for SAP Re-documentation Process for Future Group. Worked on ARIS for SAP NetWeaver to import scenarios from SAP Solution Manager.

- Documented To-Be Process for Obsolesce, Asset Lifecycle Management, Manual Manifest and Inventory Management for Saudi Arabia Client - SPAMCO

### **PAST EMPLOYMENTS**

#### **Jan'07-Mar'08: STC Third Eye Technologies as Test Engineer Trainee - STC Third Eye Technologies**

*Worked on website testing with websites like sunsoko.com*

#### **Oct'05-Dec'06: Tech Mahindra Ltd. as Process Designer**

*Documented BT EXACT Infrastructure Processes in ARIS, IBM BPM & VISIO; managed end-to-end process mapping for Equipment Recovery, Alcatel Router 7750 Fast Recovery Switchover Process & Service Assurance for 21 CN Pathfinder Phase*

#### **Feb'05-Sep'05: Convergent Communications India Pvt. Ltd. as Technical Consultant**

*Took care of Wi-Fi Network in Premium Hotel; configured Wi-Fi Pack in guest laptop*

#### **Dec'02-Nov'03: Airtel (Bharti Telnet Ltd.) as Customer Relationship Officer**

*Involved in revenue enhancement in existing telephone connections by selling VASs and high valued committed plans*

## EDUCATION & CREDENTIALS

**Bachelors in Electronics & Communications Engineering** from Gulbarga University (Karnataka) with 1<sup>st</sup> Division

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### Professional Qualifications:

- Oracle Certified Java 6 Professional (OCJP 6.0)
- ITIL, Version 3.0 Foundation Certified Professional
- Diploma in Cyber security and Forensics from CDAC, Trivandrum which concludes on 31st August 2023
- Certificate Course in IT Project Management from IIT, Bombay
- 4-months Diploma in Systems & Database Administration from C-DAC, NOIDA

Academic Attainment: Received a Certificate of Merit in National Mathematics Olympiad in 9<sup>th</sup> Standard

**Permanent Address, C-84, Sarita Vihar, New Delhi, Pin Code-110076**

**Date of Birth:** 10<sup>th</sup> August 1976.