

AMRUTHA VARSHINI K

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OBJECTIVES:

I aspire for a challenging position in a professional Organization where I can enhance my professional skills and strengthen my performance in adding with Organization's motto. I am a self-motivated achiever with an ability to plan and execute.

WORK EXPERIENCE:

Sl. No	Company	Designation	Experience
1	Cogent (Flipkart)	Customer Support Representative (L2 operations)	6 Months
2	Thought minds Pvt. Ltd	Customer Relationship Executive	2 Months
3	Wipro	Service Desk Engineer	28 Months
		Application L1 Engineer	
		EMS Tools Administrator	
4	Cognizant	Senior Systems Engineer	31 Months
		Technical Lead	

Professional skills and experience:

Tools Used: CA Tools- Web & mobile app, CA Spectrum, ManageEngine(ME), Smart Assist, Boxi, UMP, Network flow Analysis, Workload Automation, Appnomix, Jasper, Citrix, OPs Manager(Cisco and Juniper device monitor) -ManageEngine(ME), Tivoli, OWS, Solarwinds, SCOM, VMware Horizon, Xymon.

Ticketing tool: CA SDM Tool, SERVICE NOW, BMC Remedy ,HPSM, Temp.

Network Monitoring Tools: CA Spectrum, Network flow Analysis, Dell Open Manage, Cisco DNA, Cisco UCS, Riverbed, Solarwinds, PRTG, Cacti, Cisco Prime.

Server Monitoring Tools: SCOM, Lenovo X-clarity, Hitachi Hipam, VM ware vcenters, Datacenters, OEM-Oracle Enterprise Manager

Reporting tool: Boxi, Jasper

Current Employment: Working as Tech Lead in Cognizant at Bangalore.

Designation: Technical Lead

Project: Kohler

EXP: Network operations (Monitoring and Troubleshooting), Incident and Event Management, Change and Fault management, Data center monitoring and operations, Alert Monitoring, configuration of network and servers, NOC, Routing & switching, Command center operations, Administration- Tools, servers, n/w, storage.

Hardware:

Servers setups and updates, WiFi, LAN, WAN, fiber channel switches, storage issues , data recovery from viruses and network backup, data center , router , ethernet switch configuration & optimization, firewall.

Operating Systems:

VMware ESXi Server, Windows

Microsoft Products, Exchange Server, My SQL Server, Linux and Unix Alert.

Job Responsibilities:

- Organizing team by delegating tasks and implement the project timeline.
- Experienced working in a 24x7 environment where I add, install, monitor and troubleshoot the Network devices and servers and it's issues, troubleshoot server/network problems in Data Center.
- Monitored network devices like routers, servers, switches, Cisco Firewall and open view the network node and troubleshoot the network performance, uptime traffic analysis to networks and responded quickly to incidents.
- Alert Monitoring, configuration of network and servers, NOC, Routing & switching, Command center operations, Administration- Tools, servers, n/w, storage.

Cognizant:-

Experience as a Senior Systems Engineer in Cognizant:

- Meeting with the management team to assess and define the system requirements.
- Analyzing network data and infrastructure to determine inefficiencies and problems.
- Developing and designing network architecture and computer systems infrastructure.
- Perform daily health check and manage drive space, CPU and memory loads.
- Overseeing the development, installation, configuration, and administration of computer systems.
- Managing project timelines, budgets, and documentation.
- Monitoring computer systems and networks for viruses, malfunctions, and errors.
- Troubleshooting and resolve technical issues and developing effective solutions.
- Preparing network analytics, data reports, and operational manuals.
- Training the engineering team on new systems, protocols, and best practices.
- Keeping informed about the latest advancements in technology, protocols, and best practices.

Experience as a Technical Lead in Cognizant:

- Determining project requirements and developing work schedules for the team.
- Organizing team by delegating tasks and implement the project timeline.
- Liaising with team members, management, and clients to ensure project tasks are completed to standard.
- Identifying technical user requirements for the project and finding solutions
- Identifying risks and forming contingency plans as soon as possible.
- Analyzing existing operations and scheduling training sessions and meetings to discuss improvements.
- Keeping up-to-date with industry trends and developments.
- Updating work schedules and perform troubleshooting as required.
- Collaborating with team to identify and fix technical problems
- Mapping progress goals and ensuring they are met
- Checking that software and applications are updated
- Supervising work and system modifications
- Motivating staff and creating a space where they can ask questions and voice their concerns.
- Being transparent with the team about challenges, failures, and successes.
- Track progress reports and deliver presentations to the relevant stakeholders.

Wipro:-

Experience as a Service Desk engineer- Wipro:

- Initiate and facilitate the following ITIL processes: Incident Management, Request Fulfillment, Access Management, Problem Management, and Knowledge Management
- Work with management to provide continual service improvement of our service desk processes and knowledge base
- To prioritize workload, and escalate high priority calls to the Service Desk Manager, Incident Manager or Service Operations Manager as necessary
- Provide input to Service Desk Management in regard to staff performance for performance evaluations
- Working with Service Management help improve level of customer satisfaction by 20% by EOY. Manage small projects related to ITSM delivery improvement
- Provide 1st level IT service support - perform troubleshooting and resolve if possible, perform Request Fulfillment
- Establish and maintain effective working relationships with those contacted in the course of work. Deliver KPI's against active ITSM processes
- Maintain the ITSM roadmap as it relates to ITIL and industry best practices
- Partner with IT functions to enhance existing processes and procedures

Experience as an Application L1 engineer- Wipro:

- Assist in developing a client data management strategy and collection plan
- User support - troubleshooting, identifying problems and working with IT to resolve technical issues and work with Users to provide proper training
- Work closely with the CRM and Finacle offshore team to manage the day to day case work load

- Take ownership of operational issues and perform both short-term resolution, and development of preventive measures for the longer term
- Assisting with process improvements, systems integration and BCP efforts
- Perform application change management activities as assigned by the business
- Assisting and/or driving process improvements, systems integration and BCP efforts.

Experience as an EMS Tools Administrator- Wipro:

CA Tools:

- Worked with CA SDM ticketing tool, took ownership of the challenges and changes as per the client's requirement and solved it.
- Worked with CA Spectrum tool for server and network monitoring, manage its utility and make sure the servers and network devices are up and no issues.
- Troubleshoot and work on the issues and changes as per the requirement of the client with the necessary approval which doesn't affect the business.
- Initiate and facilitate a continual service improvement in business.
- Design and fetch reports on daily and monthly basis on the performance of tickets, servers and network devices.
- Work closely with the management and infrastructure teams when any issue or changes required for the business improvement and sort it out.
- Establish and maintain effective working relationship with the concerned teams and my team members to deliver a proper output whenever necessary.

Manage Engine:

- Worked with ME Asset Explorer tool, manage the IT and Non-IT assets which are used in the organization.
- Work closely with the ME Desktop Central team and other infrastructure teams which could help to get the daily updates on the assets and also ensure the tool gives the proper data of all the assets and its details.
- Work on the betterment of the tool when any issue raises or changes required in the course of business improvement.

Experience as a Customer Support Representative in Flipkart:-

- Commended for initiative, persuasiveness, intense customer focus and dependability in performance evaluations.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Strategic-relationship and partnership-building skills—listen attentively, solve problems creatively and use tact and diplomacy to achieve win-win outcomes.
- Worked on reports by generating on a daily basis for analysis.

Experience as Customer Relationship Executive in Thought Minds:-

- Performing against customer service KPI's and SLA's
- Proven track record in delivering high standards of customer service over the phone would be ideal • Excellent verbal and written communication abilities
- Liaising with Quality Assurance, Compliance and Technical Teams to enhance customer communications
- Deal with complex customer situations and aggrieved, angry and frustrated customers
- Undertake a detailed review of protracted and difficult complaints with the aim of resolving as many cases as possible prior to issuing the Bank's Final Response.
- Collaborative approach to handling issues

TECHNICAL SKILLS:

Operational management skills	:	ITIL Process basics.
Operating systems	:	Windows 7,8 & 10
Computer related skills	:	Microsoft office .
Programming language	:	C, C++, Visual Basics
Database skills	:	MS SQL, Oracle.
Hardware skills	:	Component mounting, Soldering & de-soldering, trouble Shooting, harnessing cable/wires, PCB designing

& fabrication And regarding Micro Processor (8085) & Micro Controller (8051).

SOFT SKILLS:

- ◆ Presentation and Public Speaking
- ◆ Documentation
- ◆ Event planning and coordination

PERSONAL QUALITIES:

- Set challenging goals and achieved those goals through persistence, dedication, and commitment.
- Accuracy and Attention to details.
- Passion for constant improvement and I can take sound decisions.
- Excellent organization and prioritization skills.

QUALIFICATION:

Exam / Degree	Year	Name of Institute	Percentage of marks
Diploma in Electronics	2016	Nettur Technical Training Foundation, Bengaluru.	54%
S.S.L.C (10TH)	2013	Maharishi Vidya Mandir, Hosur.	62%

CAREER PROJECTS:

Title of the Project: KOHLER - Cognizant

Synopsis : CIS Automation and Infra services, major in Tools and platform, infrastructure monitoring and implementation of administrative tasks, organize team by delegating tasks and implement project timeline.

Title of the project: UJJVAN SMALL FINANCE BANK - Wipro

Synopsis : Infrastructure monitoring and Service desk ticketing tool implementation of Application and administrative task.

PERSONAL PROFILE:

Date of Birth : 01.07.1997

Age : 25

Gender : Female

Marital Status : Unmarried

Nationality : Indian

Passport Number : T3536032

Activities & interests: Music, Dance, Carrom.

Languages Known : English, Tamil, Telugu, Kannada.

Father's name : Mr. Krishnappa C

Permanent address : 7/77A, Senthamizh Kudil, 2nd floor, Sri Nagar, near Saravanan tent,
Hosur - 635109, Tamilnadu.

DECLARATION:

I hereby declare that the above information furnished is true to the best of my knowledge and belief.

Place : Hosur

Date :

[Amrutha Varshini K]