

KAMALI R

P +91-7358751011

E kamali.r000@gmail.com

A Chennai, TN

in www.linkedin.com/in/kamali-ravi24

OBJECTIVE

Experienced IT professional with over 3 years of service industry expertise, specializing in Service Now, BMC Helix Tools, active directory, Bomgar, and Oracle. Seeking to leverage my skills to contribute effectively to a dynamic team.

EXPERIENCE

March 2021 - Present

Senior Analyst – HCL technologies

- Specialized in incident management with hands-on experience in ITSM tool service now.
- Ensured incident response and resolution within contractual SLA.
- Proficient in BMC helix tool and Bomgar for troubleshooting, software deployment, and ticket resolution.
- Skilled in active directory and oracle environment.
- Managed the service desk team, ensuring resource allocation, attendance, and effective KPI achievement.

Feb 2020 – March 2021

Technical support Engineer- L1 – Maintec Technologies Pvt. Ltd

- Focused on incident management with hands-on experience in ITSM tool service now.
- To ensure delivery within the primary area of incident response and resolution within contractual SLA.

CERTIFICATION

Business Intelligence using Power BI – Issued by Skill Nation – August 2023

LEADERSHIP

- Led a team of 10 members, fostering a collaborative environment for team growth. Successfully managed the team with zero escalations and provided 24/7 support.
- Prepared and presented SLA KPI reports to the management on a daily, weekly, and monthly basis.

EDUCATION

Anand Institute of Higher Technology

Computer Science and Engineering
2014- 2018

Vyasa Vidyalaya Matriculation Higher Secondary School

HSC – 2014

SSLC - 2012

KEY SKILLS

- Incident management
- Leadership
- Customer service
- Problem solving
- Team work

AWARDS

Standout performer

Townhall -Jun'2021

Townhall -May'2022