A S SHANMUGAPRIYA 

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Aiming for challenging opportunities in a leading organization. A self-motivated professional with a total of 4 years expertise in IT Services / operations. Having

worked with Verizon - a Fortune 500 company, have hands on experience in incident handling, monitoring systems, and possess a strong analytical, communication and people handling skills with the proven ability to generate new ideas and work independently.

**CAREER SUMMARY**

**Hands on experience in**:

* Strong in analytical, people handling, problem-solving skills
* Ensuring that issues are handled in right time frames as per the SLA / commitments.
* Providing leadership, technical expertise and management to the team.
* Ability to contribute to the incident management strategy by providing input and suggestions on the process or areas of improvement.

**Wealth of skills includes…**

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| --- | --- | --- |
| Incident and AccessManagement | Performance Monitoring & Troubleshooting | System Administration |
| Technical Support | Client Interaction & Satisfaction | SLA’s & Other Compliance |

**Certification:**



ITIL Foundation certified

**Networking /Technical Skills**

* OS installation: Windows 7, 10 / Windows maintenance
* MS outlook configuration / Outlook backup & restore and troubleshooting /Archives & PST.
* Windows server configuration
* Active directory related troubleshooting
* Disk Management / partitions
* Printer installation and troubleshooting
* Antivirus update & virus protection /Troubleshooting of hardware and OS,
* Driver mapping
* Internet Maintenance / Data Cards configure and troubleshooting
* Remote desktop and remote assistance
* Basic Firewall configuration
* User Profiles Backup and Restore

**WORK EXPERIENCE**

**Verizon Data Services Pvt. Ltd., Chennai, India Sep’15–Jan`18**

Ticketing tool: Service Now, CMIS Web Enterprise Edition.

**Career path with responsibilities executed**

**Incident manager and Quality Analyst**

* Represented point of contact for all first stage escalation for incidents.
* Provided real-time and continuous follow-up with global support teams for Critical incident resolution.
* Provided ultimate ownership & responsible for end to end Management activities for all Severity incidents.
* Managed the process to restore normal service operation as quickly as possible to minimize the impact to the business operations.
* Planned and coordinated all the activities required to perform, monitor, and report on the process and the team. Worked collaboratively with the Service Desk.
* Monitored the incidents to ensure that the Service Level Agreements are met
* Identified, initiated, scheduled and conducted incident reviews.
* Implemented the process “Incident Management" and carried out the respective reporting procedure.
* Ensured the closure of all resolved and end-user confirmed Incident records
* Identified, created, represented, distributed and enable adoption of insights and experiences of strategies and practices used.
* Created / Modified Knowledge Base. Regular monitored / updated Configuration Management Database(CMDB))
* Excellence in using Service Now
* Part of global Windows 10 migration: upgraded / updated windows operating system.
* Hands on experience on MAC Pc`s and windows servers.
* Troubleshot domain related issues for EMEA, APAC, LATAM and US regions.

**Queue Monitor / Escalation handling**

* Worked on incidents Queued - Created by tier1- Service desk.
* Specialized in handling DES (Page failed /Page Exhausted) incidents.
* Analyzed and worked on bouncing tickets with a success rate of 96%.
* Expert in handling executive and escalation tickets.

**Process Associate**

* Supported and maintained all basic network issues for fast growing IT Services Company.
* Managed user accounts and granted share & security level permissions.

**Iopex Technologies (Quality Analyst) December’14-July’15**

**Responsibilities**

* Worked as a Quality Analyst at Iopex Technologies for US based client Support.com and audited calls for their clients namely Comcast, Symantec and AOL.
* Work at Iopex comprised solely of auditing calls and giving feedback through emails (offline monitoring) to agents for US based client Support.com
* Marking of the agents was based on various parameters which included their proficiency in language, technical knowledge, adherence to the given knowledge base and professionalism.
* The main objective of this role was to educate the technical support representatives of their areas of excellence and improvement and guide them in giving a good customer experience in all their calls.
* Also had calibration sessions with client twice a month to review whether the scoring parameters done on a agent matches with that done by the client and to gain information abput any new process updatesto be up to date with the process.

**HCL BSERV (Junior Engineer-Product support) Engineer June’13-**Nov’14

**Responsibilities**

* Worked as Junior Engineer at HCL BSERV for it’s Client British Telecom
* The primary duty at HCL was to handle inbound calls of customers related to broadband, telephone and email and attempt to get it resolved on the first contact and gained experience on Operating systems, server management, client and application support.
* Worked together with various departments on behalf of the customer to get their issues resolved and did a follow up on them when necessary.
* Patiently addressed the complaints raised by the customer in regards to various issues and ffollowed up with the customer on a regular basis to confirm the resolution of them in oder to retain the customers.
* Helped the customer in identifying the best plans for their area and usage and walked them through the concerned departments to get them connected to broadband and phone connections within the stipulated date and time and did a followup with the concerned departments in case of any deviations to get the issue fixed.
* Was a member of the email migration pilot team that helped the client in identifying the technical issues that arose during the migration of emails from Yahoo's server to BT's
* Was a part of both tier 1 and tier 2 email migration team and helped in finding out resolution to many of the technical issues that arose.
* Also played an active role in the creation of knowledge base in regards to email migration related issues.

**ACCOMPLISHMENTS**

* Created Knowledge base article to improve process with a success rate > 80%
* Analyzed knowledge base articles for knowledge transfer for new employees with a success rate of 97%.
* Worked on cost reduction projects: VLSS on performance metrics (Resolution Rate)

**ACADEMIC DETAILS**

**June 2009 to May 2013:**

B.Tech-Biotechnology at Kalasalingam University with an aggrgate of 7.7752 CGPA.

**June 2008 to May 2009:**

Higher secondary education at Vikaasa school, Madurai with an aggregate of 84.16% (State Board).

**June 2006 to May 2007:**

Secondary education at Vikaasa school, Madurai with an aggregate of 83.57% (ICSE).