**Raman Kumar**

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**Education Qualification:**

Three Years Diploma in Computer Engineering from Govt. Polytechnic College Hamirpur (H.P)

Bachelor of Computer Application from Madurai Kamaraj University through distance education.

MBA in E-Business from Welingkar institute through distance education.

**Certifications:**

ITIL v3 foundation certified, passed in 2012

ITIL v3 Intermediate level in Service Operations service life cycle passed in 2012**.**

**Trainings:** 35 hours of Project Management (PMP) training.

## System Experience and Proficiencies

Incident management, IT Service Management, Service operations, Service Desk Management

Transition management , Project Management, Problem management, Change management

Networking Concept, Desktop Management.

### Professional Experience

**Company Name: - Altisource Business Solutions Pvt. Ltd.**

**Position Held: - Technical Leader (Incident Management)**

**Working Period: - Oct, 2013 to till date.**

**Job Profile**

Overseeing a team of analysts (IM) providing leadership, guidance & service support during major incidents as the Incident Management team leader. Assessing business impact and urgency declare major Incident or trigger business continuity procedures or disaster recovery invocation scripts. Facilitating and leading operational and management oriented meetings. Owning end-to-end outage and business notifications. Identifying trends or patterns to assist in diagnosing potentially chronic issues/problems and partners with problem management team in resolution efforts. Ensuring Incident routing does not meet bottlenecks with escalations happening as effectively as possible. Personally manages business critical incidents through to resolution. Managing team, executive escalations.

Responsible for daily incident response, service and operational issues pertaining to applications and associated infrastructure within a portfolio of approximately 200 business applications using platforms like Citrix, Windows, Unix. Ensuring all IM processes and procedures are followed for all incidents handled. Leading/assisting in recovery and process actions on emergency bridges, as well as ensure that all service level agreements (SLA) towards the customers are met. Ensure that incidents assigned to team members are managed robustly and effectively and that any customer/business impact is identified and minimized. Ensuring that incident ticket communication/documentation is accurate, timely, clear and concise. Providing a 24x7 manned Global Incident Management support line for the effective and timely reporting of active or imminently business/service impacting incidents. Utilizing standard processes for the identification, engagement and mobilization of the required incident recovery stakeholders and resources. Determining accurate incident impact and manage incident recovery plans in a structured and timely manner. Documenting key aspects of the incident lifecycle, including time line, decisions made, incident participants, statements provided and actions taken. Providing consistent, accurate and timely stakeholder communication and incident ticket administration for all managed incidents. Providing a consistent interface into the Problem Management process and function. Moderating and facilitating the discussions required to agree and deliver the plan to restore services. Supporting the Problem Management function by assisting with post implementation and problem reviews. Ensuring post implementation review and ticket maintenance activities are performed for incidents they have managed.

Working closely along with problem management and providing inputs for the managed incidents and known error database. Having daily DQR calls along with the problem management team for the managed incidents. Approving emergency changes during major incidents. Hosting calls for any major changes. Sending daily Incident reports. Managing projects, writing processes.

As additional responsibilities I handled a team of around 17 Service desk analysts for over 3 months. I managed executive escalations. Managed the team rostering and reports. Conducted trainings on Customer Service, Communication and Call Handling.

**Company Name: - HCL Ltd.**

**Working site:- inVentiv International Pharma Services Private Limited**

**Position Held:- Senior IT Analyst**

**Working Period: - Oct, 2012 to Oct 16th, 2013.**

**Company Name:- inVentiv International Pharma Services Private Limited**

**Working Period:- Aug, 2009 to Oct, 2012**

**Job Profile**

Working as a Senior IT Analyst, I have been providing Information technology service management assistance, focusing on helping users. All of my work is based on industry best practice, including the Information Technology Infrastructure Library (ITIL) Responsible for a broad range of day-to-day operational and developmental activities. Analysing Incidents, major, minor and problems & to identify them and prioritizing; and acting on them which require more attention to make sure that SLA is met. Handling major incidents and coordinating within the teams and with vendors if required and ensuring that stake holders are kept updated about the current status and all Major incidents are closed within the SLA. Doing end-to-end project management from requirement understanding, pricing, approval, inception, implementation till acceptance and closing, Doing cost budgeting, planning and execution of programs, monitoring project progress and outstanding issues. Managing risks for project deliverables. Working with external vendors for execution of different components of a project. Conducting meetings with business regularly to understand their needs and take their feedback also ensuring that we meet with their future requirements and there are enough IT infrastructures to support. Recording Known Error’s in the database to ensure that same issues don’t reoccur. Acting as a single point of contact for all IT related escalations within the Asia pacific. Communicating with end-users for down time for any change implementation. Ensuring that changes are communicated in a timely and adequate manner Using change management to ensure that standardized methods, processes and procedures are used for all changes to facilitate efficient and prompt handling of all Changes also to maintain an appropriate balance between the need for change and the potential detrimental impact of changes. Doing configuration management ensuring that each CI’s is added in our online Database and data is updated whenever there is any change on any of the CI’s. Providing support for DCO operations. Doing vendor management dealing with vendors for procuring new hardware’s for offices and remote employees and coordinating in case of hardware failures. Doing contract management. Taking decisions for all IT requirements based on the impact on business. Converse, update and on occasion, present to key members of the business on IT related topics. Leading process improvement initiatives. Working independently or as a part of a team where required, together with the ability to manage workloads and time efficiently. Being an active member in Planning of BCP plans in emergencies.

**Projects I have worked on in inVentiv.**

**Transition of i3 to inVentiv:** ensure that standardised methods and procedures are used for efficient handling of all changes of i3 to inVentiv did service asset and configuration management.

**Transition of Mumbai i3 office to PNET Mumbai office**: Was a part of transition planning and support. Used change management ensured that standardized methods and procedures are used for efficient handling of all changes. Did configuration management. Did application testing, Domain migration, Data movement, release and deployment management, change evaluation.

**Setting up a new i3 office in Hyderabad and Pune:** Managed Infrastructure planning and implementation.

**Transitioning Gurgaon office to a business centre**: Moved Gurgaon office into a Business centre. I was responsible for network connectivity, data access, printer access, inventory management.

Managed few more projects on roll out of Software’s like CSA (Cisco Security Agent), Kbox, OAC, Office 2007 etc. along with encryption roll out on all APAC machines.

**Company Name:- Microland Ltd.**

**Position Held:- Engineer EUS**

**Working Site:- Bank of America Continuum Solutions Pvt Ltd.**

**Working Period:- 7th Aug 2008 to 19th July,2009**

**Job Profile:-**

Managing P1, P2 and P3 incidents. Ensuring that incidents are resolved within SLA’s. Providing support to more than 30 banking processes. Performing Band building of PC's. Supporting end users in problems with using desktop applications. Handling Network Printers. Handling software installation troubleshooting. Handling Blackberry installation, configuration and troubleshooting. Taking Blackberry backup, restoring data using Blackberry desktop manager. Handling VPN configuration, installation and troubleshooting. Providing support to remote users. Handling MS office 2003, 2007 issues. Doing call management using Magnify Gold call logging tool. Doing installation of software’s like Oracle, Sql, Visual Studio etc. and providing support for them. Handling point to point and multipoint

Videoconferencing. Organising and executing Video conferencing for SLT meetings. Handling virus related issues. Troubleshooting issues with laptop, desktops and printers.

**Company Name:- Nexpro Solutions**

**Position Held:- Desktop Engineer**

**Working Site:- Reliance Industries Ltd**

**Working Period:- 6th Aug2007 to 5th Aug2008**

**Job Profile:-**

Performing installation of PC's, Laptops.Supporting end users in problems with using desktop applications.Resolving application queries and incidents.Performing software support such as software updates, configurations and client installation.Performing desktop application installation and configuration.Performing installation, configuration and troubleshooting printers. Providing support for existing hardware.Performing operating system installation, configuration, and verification and testing. Handling Lotus configuration & troubleshooting.Handling network printers.Handling virus related issues. Doing Antivirus installation.Handling installation & maintenance of Laptop’s like IBM, HP etc.Performing installation & troubleshooting of Thunderbird mail client.Handling Zmail mailing system. Taking daily server backup using Windows NT Backup utility. Handling all types of printer installation & troubleshooting including Network printers like Phaser, Work centre, Toshiba, Hp etc.

Checking daily site status like checking all the server rooms, all the Switches. Preparing Daily Site Report status report & sending it to the IT Manager. Preparing daily incident report and sending it to IT manager. Using network tool Whats’up Gold to keep a track of all the servers, Network Printers and Wi-Fi’s. Handling calls, providing phone support, remote support to the users. Handling Video Conferencing system and doing troubleshooting. Handling Data Card installation & troubleshooting.

Using remote tools like VNC, Dameware and Gen control to provide remote support. Installation of devices like Scanners, World Card Scanner. Handling Blackberry configuration. Also taking data backup by using Desktop Manager. Handling Active Directory for re-setting User Password, Unlocking User accounts etc. Doing call management by using Adventnet7.0 call logging tool.

**Company Name:- PVAPS**

**Position Held:- Reliance Webstore Ltd.**

**Working Period:- 7th Nov2005 to 30th June2007**

**Job Profile:-**

Handling broadband floor. Selling broadband packs. Resolving hardware and networking issues.

Doing operating system installation. Doing troubleshooting of OS related issues. Doing Lotus Notes configuration & troubleshooting. Doing installation and maintenance of computers. Handling video conferencing projects at national and international level. Handling customer queries and problems regarding internet. Handling Reliance Net connect installation and trouble shooting. Doing promotions for Reliance broadband. Giving Video Conferencing demo’s to clients for selling Video Conferencing.