Deepak Rai M

*A tech savvy and result-oriented professional with expertise in **Application Support & Maintenance**; targeting senior-level roles to leverage the knowledge & experience in **Application Support & Maintenance***

Industry Preference: IT
Location Preference: Bengaluru

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Please Mention

CORE COMPETENCIES

- IT Support & Maintenance
- Process Improvement
- Project Management & Execution
- IT Planning & Leadership
- Incident, Risk, Problem, & Change Management
- Configuration & Troubleshooting
- Disaster Recovery Management
- Technical Support
- Customer Engagement & Service Delivery
- Cross-functional Coordination
- Stakeholder & Client Management

EDUCATION

Year: B.E. in Electronics & Communications from SDM College of Engineering, Dharwad affiliated to VTU, Belgaum, Karnataka

TECHNICAL SKILL SET

Databases: MS SQL Server 2005, SQL Server 2008/2008R2/2012
Database Tools: SQL Server Management Studio
Operating Systems: Window Server 2003/2008
Ticketing Tools: ServiceNow, Support 360
Other Skills: Incident Management, Application Support, Biztalk, EIP

PROFILE SUMMARY

- Decisive, strategic, and performance-driven professional with **nearly 12 years** of rich and diversified experience in **Application Support & Management, Incident Management, Project Management, and Team Management**
- **Led all operational aspects of Managed Services** by ensuring stable, robust & scalable operational processes to support public, hybrid and private delivery models with an innovative and forward-looking on-demand platform of service
- Provided **help desk solutions** and **managed services** for customer end users running
- Proficiency in **managing Incident Management process** and resolving the incident; responded to a reported service incident, identified the cause, and initiated the incident management process
- **Managed requirements gathering,** collated project functional and technical requirements; followed-up with clients throughout the project lifecycle to ensure full understanding of needs and concerns
- Spearheaded standards for various operational areas and implementing quality procedures to facilitate a **high-quality customer experience**
- Steered **end-to-end application management** and ensured management of various resources to client requirements; enhanced capabilities in optimizing process performance
- **Worked across business goals to garner** the appropriate resources: people, collateral, positioning, use cases, best practices to ensure Managed Services objectives were being met
- **Expertise in setting out delivery standards for various operational areas**, implementing quality systems & procedures to facilitate a high-quality experience, while adhering to the SLA and business services
- **Strong project management, implementation skills** that have resulted in repeated success guiding sizeable, cross-functional teams in the design & launch of leading-edge solutions & best practices
- Outstanding **business, technical, and communication skills**; adept at creating, editing, & coordinating extensive communication networks to keep executive **staff & team members** apprised of goals, project status, and resolving issues & conflicts

PROFESSIONAL EXPERIENCE

Mar'20 – Present | DXC Technologies, Bengaluru | Associate Professional Service Delivery Coordinator

Key Result Areas:
- Leading and organizing the work of the Application Support Team
- Performing request fulfilment, problem solving, change management, and incident management
- Offering database and application production application support
- Identifying the problem's scope and elevating IT service disruptions to specialized engineering by collaborating closely with problem owners, SMEs, and other stakeholders; performing weekly production of data reports and analysis for areas of accountability
- Providing top-notch production assistance around-the-clock
- Interacting effectively and appropriately with vendors, non-technical end users, technical subject matter experts, and business partners at the executive and

- Executing full-cycle incident management; conducting technical troubleshooting in a complex IT systems environment and restoring time-sensitive user services and infrastructure
- Cooperating throughout the process of service restoration with customers, internal IT and infrastructure teams, third party data providers, & so on

Feb'11 – Feb'20 | Vertex Comsys Private Limited, Bengaluru | Application Support Engineer

Growth Path: Please Mention

Key Result Areas:

- Managed installation, configuration, troubleshooting, and maintenance MARS system
- Performed PCB examination and testing (Billing machines)
- Administered all POS machine-related hardware, software, and network issues
- Provided customers with telephone and virtual support (using Team viewer)
- Identified and fixed hardware, database, and software application problems
- Led detailed investigation and customer issue resolution; addressed issues with the usability, performance, database, workflow, and functionality of the application
- Delivered workaround information to customers reporting previously known application issues and informed users as soon as a programme was updated
- Ensured MARS system's efficient operation; restored, recovered, and updated customer data from a database using SQL queries
- Executed SQL-related general troubleshooting and solved basic LAN-related problem
- Responded to client inquiries about products and related services
- Ascertained the highest level of client satisfaction through functional and technical support

SOFT SKILLS

- Communicator
- Interpersonal Skills
- Team Player & Leader
- Analytical
- Hardworking & Dedicated

PERSONAL DETAILS

Languages Known: English, Hindi, Kannada, Sanskrit, & Tulu

Address: Sai Palace, SY No. 88/ 5, Horamavu Main Road, Ramurthy Nagar Bengaluru – 560016, Karnataka

Date of Birth: 15th October 1984

PROJECT ANNEXURE

DXC Technology:

Project 1: ITA – EP Foundation
Client: Microsoft IT-India | **Role:** Associate Professional Service Delivery Coordinator | **Database:** MS SQL Server 2008R2/2012

Description: Offering a range of IT services, products, and technology that help clients with their most pressing issues. Additionally, they specialize in assisting clients with operations security, data center efficiency and utilization, improved end-user and constituent assistance, and business application modernization. Offering these services and solutions that combine offerings and capabilities in infrastructure services, high-end server technology, systems integration and consulting, and outsourcing services.

Responsibilities:

- Interacting with clients and responding to inquiries quickly
- Performing troubleshooting maintenance jobs (backups / restores)
- Resolving application-related problems that MS clients or renters have encountered
- Participating in client meetings and calls while handling bridge calls for priority tickets, the backlog, quality, RCA, new developments, or process changes.
- Informing senior management of any major difficulties and to deliver timely updates on those issues
- Developing documents(KB) for problems with applications

Project 2: ICOE
Client: Microsoft IT-India | **Role:** Associate Professional Service Delivery Coordinator | **Database:** MS SQL Server 2008R2/ 2012/ BizTalk/ EIP

Responsibilities:

- Managed activities by change management, business continuity, vendor management, and problem management to provide 24-hour service availability and return to service
- Collaborated to create measurements, performance objectives, and risk analyses
- Ensured that all significant and critical incidents are handled within SLA and OLA response and that the critical notifications for

such situations are sent out

- Executed a review of large service interruption requests to check for proper prioritizing, technical and business domain accuracy, and service level metrics
- Assisted cross-functional teams in problem analysis, investigation, and diagnosis, as well as in the fulfilment of corrective activities. participated in conversations to evaluate those solutions and publish a Root Cause Analysis (RCA) report at a basic technical level
- Contributed in providing effective and quick responses to big crises, as well as presiding over all major incident and operation review meetings, help to establish and maintain the service management process
- Escalated severe incidents and issues and promptly updated IT and business stakeholders, including executive management, on their status

Project 3: CRM Dynamics365
Client: Microsoft IT-India | **Role:** Associate Professional Service Delivery Coordinator

Responsibilities:
- Worked with CRM (Customer Relationship Management; managed plugin and process flow of CRM on outlook
- Resolving login and user portal problems; provided assistance with CRM technical problems
- Executed remote troubleshooting sessions for the purpose of resolving client difficulties
- Obtained individual CSAT and assisted the team in obtaining team CSAT
- Maintained & produced manuals and documentation
- Recruited and taught all new apprentice tech support staff
- Escalated support desk tickets to Level 3 in the most pressing situations and after a significant amount of time had passed on a single ticket

Vertex Comsys Private Limited

- **Project 1:** The Mobile Automatic Recharge System (MARS) is a platform for electronic transactions that is used to automatically distribute prepaid mobile and DTH recharges. 10,000 Distributors and Retailers are supported. Requests can be made using a variety of methods, including SMS, GTalk, GPRS, and the internet, and transactions are completed via RECHARGE SIMS

- **Project 2:** Superior MARS multitasking software, industrial-grade IP modems, and switching modems (all made by us), when used together, deliver exceptional performance that not only maximizes the return on your investment but also gives your company credibility and assurance