

## CURRICULUM VITAE

### Anil Kumar. B

Email: cameoanil@gmail.com

Contact No: +91-9000048087

### Objectives:

Deliver my best effort and attend my duties with a sense of responsibility and pride. Seeking a promising career that provides an opportunity to enhance current skills, acquire new skills and contribute constructively to the organization. To be a part of organization growth and attain excellence.

### Educational Qualification:

- Completed MCA from St. Ann's College of P.G. Studies (Chirala), affiliated to Acharya Nagarjuna University with an aggregate of 74.0%.
- Completed B.Sc from Repalle Christian Degree College (Repalle), affiliated to Acharya Nagarjuna University with an aggregate of 62.0%.

### Area of Specialization

- Having 8+ Years of experience on IT Help desk/Service Desk and Application Support.
- Very good exposure on incident management process and tools usage
- Good knowledge on Troubleshooting with Remote desktop issues using Team viewer, Dam ware and Lync (Skype & MS Teams)
- Resolved L1/L2 incident and issues
- Incidents management, resolve all incidents created related Network/ IT applications/Hardware issues (BMC Remedy Tool & Ultimatix and Service Now)
- Fixing all kind of network connectivity and address issues related network, WIFI, Guest Wireless access
- Enabling guest Wireless access points
- Telephones at Conf rooms, constant audits on the functionality and get the phone/port issues fixed
- Network port issues fixing and enabling additional ports on business needs
- Printers' maintenance and ensure printers works fine 24/7
- Address all queries /issues related data card/ SIM related
- Issuing data cards/ Black berry, enabling necessary plans based on the business requirements
- Outstanding communication, presentation and problem-solving skills with well documenting approach
- Well experienced building and maintaining a good relationship with Vendors and Clients
- Coordinating with the asset team & vendor for hardware issues

### Strengths & Skills:

- Flexible, enthusiastic and active team player.
- Active interest in new technologies.
- Strong communication follow-up, proactive and monitoring skills.
- Ability to make realistic decisions and willing to take the responsibility proactively.

### Awards:

- ✓ Received NGN (Next Generation Networks) award for implementing new switches across global network.
- ✓ Received “First Dell champion ship award” for outstanding performance.

### Professional Experience:

Current Company	Tevapharm India Pvt. Ltd.
Designation	IT Business Process Analyst II
Period	Mar 2021 to Present

Current Company	Galax E Solutions
Designation	Senior System Administrator
Period	Mar 2016 to Feb 2021

Previous Company	Tata Consultancy Services
Designation	System Engineer
Period	Sept 2015 to Mar 2016

Designation	IT Support Engineer
Period	Oct 2012 to Aug 2015
Payroll	Dell India R& D Centre

### Key Responsibilities:

- Having 8+ Years’ experience on an Administration & Customer Support activity.
- Closing all assigned tickets in ticketing system within SLA
- Maintain various Hardware’s & provide extensive support of software & Network
- System, regularly check on Application and event logs and worked on impending System Problems.
- Attend the Users’ complaints and trouble shoot the Problems
- Constantly seeking improvement and creating a climate where others are encouraged to do the same
- Installation of Server in Dell Inc. Data center
- Support at all levels of senior leadership teams like Director, Executive Director.
- Handling escalation on Hardware, software and process related support
- Identifying problems and collaborate with other team to propose solutions in an effort to solve them.
- Served as the primary troubleshooter for all Hardware & network related issues.
- Installation, troubleshooting, maintenance and monitoring the network Infrastructure.
- Solving Problems related to e-mail Applications. (Microsoft Outlook & IBM Lotus Notes) and all Desktop application related issues.
- Assembling Pcs.
- Maintaining Networking, Hardware & Software.
- Troubleshooting hardware and software related issues.
- Maintaining Hardware & provide software and Network support.

## Project Details:

**Project Name:** PMx Support and GAUS Support

Duration: Mar 2016 to Present

**Skill Used:** Microsoft Application Tools like Microsoft Project Professional 2010 and MS Project Server 2010

**Description:** Providing Support to Pharma IT Client on Project Professional 2010/2016 and MS Project Server 2010/2016.

### Responsibilities:

- Having 5+ years of experience on Application Support.
- Resolving L1/L2 Service Requests and Incidents created in Service Now tool.
- Managing the Shifts, working across Time zones.
- L2 Project Server Admin Support for Very Large User Base.
- To provide second- & third-line support and resolution for incidents and changes relating to MS Project Professional and Project server and Project Web Applications (PWA).
- Prioritization, assignment and tracking of reported incidents and requests to ensure timely resolution within agree SLAs.
- Providing continuous support using outlook on service request and incidents.
- Creating the Shift Schedule and conduction the weekly meetings with the Team.
- Providing frequently updates to Manager and also attending the Leadership meeting.
- Frequently checking and make sure all SOP's and KB's are up to date.
- Provided Tier 1 and Tier 1.5 level of support on SAP Enterprise System.
- Responsible for Monthly Period End Closure activity, N20 Monitoring and in PL2-MM Job scheduling.
- Handled issues related to SAP Legacy systems.
- Provided Support on Solution Manager (ChaRM) system.

## Declaration

I hereby declare that the above particulars that have been furnished by me are true to the best of my knowledge. I assure you given a chance; I will execute my work to the satisfaction of my superiors.