

CURRICULUM VITAE

Swarnav Paul

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Career Objective

A dynamic professional more than 3 Years of experience in End User Support (Application Support, Hardware Support, Software Support), Infrastructure Support, Monitoring etc.

Technical Exposures/Tools:

Operating Systems: Windows 7 & 10 I

ncident Management tool: Service-now, Jira

Cloud: Microsoft Azure, AWS, CITRIX Cloud

Monitoring Tool: BSM

Certifications:

1)AZ900 (Fundamentals)

2) AZ104 (Azure Administrator Associate)

Work Experience

Designation: Application Support Engineer

Organization: VOLVO (Teksystems) Bangalore

Feb 2023- Till Date

- > Weekly once need to send reminder mail to the concern team which all are pending SNOW tickets.
- > Daily monitoring to BSM tool.
- > End to End user support to APAC & EMEA Zones.
- > On-call support for P1/P2 incidents.
- > If any P1 comes taking update from concern team.
- > From the support toll need to give access to the user for all the solutions.

Work Experience

Designation: Operations Engineer

Organization: ABInBev, (Teksystems) Bangalore

Sep 2021 - December 2022

- > Troubleshoot PWM citrix user incident through Citrix Director.
- > Perform daily operation framework using SNOW ITSM tool for triaging incidents, service requests, change tasks and problem incidents for multiple azure subscriptions.
- > Adding members to the Azure AD Coreplus Desktop, On prem AD Coreplus, Personal Desktop.
- > Adding Members to Azure resource group.
- > Daily Health checkup of PVS & INFRA servers.

- > VM image creation.
- > XEN Desktop Admin Access through XD Collectors.
- > Taking remote session through Quick Assist remote tool.
- > Handling Azure cloud tickets like CPU Utilization, VM backup.
- > Monthly Patching Activity for all zones.
- > Troubleshooting anomalies reported on application gateway, front door and load balancers.
- > Perform daily operation framework using SNOW ITSM tool for triaging incidents, service requests, change tasks and problem incidents for multiple azure subscriptions
- > Report generation of all the incident weekly basis from the Service Now Ticketing tool.
- > Managing long pending incidents and following up with the end user and applying the 3X Strike rule policy.
- > Handling escalation and documenting entire procedures.

Work Experience

Designation: Service Desk Engineer

Organization: SRF, (Wipro) Chennai

Dec 2019 – July 2021

- > End to end Client Support.
- > Attending customer queries through Phone Calls/Emails/Teams.
- > End user remote support through Quick Assist
- > Provided on call support and delivered both response and resolution SLA on issues reported.
- > Basic knowledge on AWS services like IAM, EC2.
- > Managing end to end IT Service Desk Support using SNOW Ticketing tool.
- > Basic Network Troubleshooting from end device.
- > Installation of Pre- Approved Application Software from security Team.
- > User account Unlock/Reset Password.
- > Resolved customer inquiries with prompt service
- > Handling escalation and documenting entire procedures
- > Prepared daily, weekly and quarterly reports

Educational Qualification

Bachelor of Engineering from Hindustan University, Chennai

Diploma Polytechnic from DOTE, Anna University, Chennai

Personal Information

Fist Name: Swarnav

Last Name: Paul

Date of Birth: 30th Dec 1992

Marital Status: Single

Nationality: Indian

Languages known : English, Bengali and Hindi

Declaration

I hereby declare that all the information provided above are true to the best of my knowledge.

Date:

Place: Bangalore

(SWARNAV PAUL)