

CHANDRAKANT MALAPPA PARYANI

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SUMMARY

IT support professional with 3 years of experience in providing technical and operational support for enterprise applications and databases. Adept at incident and service request management using ServiceNow and BMC Remedy tools, ensuring SLA compliance and timely resolution. Skilled in troubleshooting, root cause analysis, and collaborating with cross-functional teams including development and DBA. Strong communication skills with the ability to provide clear updates and documentation to users and stakeholders. Familiar with Agile and ITIL frameworks, committed to operational excellence and continuous improvement.

WORK EXPERIENCE

Datawarehouse Support Engineer, Innowtech Pvt Ltd | Client: Bank of India Apr 2024–May 2025

- Managed incident and service request lifecycle using Ticketing tools like ServiceNow , BMC Remedy, etc ensuring adherence to agreed SLAs and timely ticket closure.
- Created and updated documentation including troubleshooting guides, knowledge articles, and incident reports to enhance support effectiveness.
- Maintained clear and timely communication with users and stakeholders regarding incident status, workarounds, and resolutions.
- Collaborated with cross-functional teams to deliver accurate regulatory reporting.

IT Service Desk Specialist , Orange Business Services | Client: Volvo Cars Jun 2022 – Mar 2024

- Provided IT service delivery to enterprise users, managing incidents, service requests, and change processes.
- Partnered with application and database teams during migrations and production issues.
- Used SQL queries for troubleshooting and compliance reporting support.
- Maintained SLA compliance and ensured smooth service operations across global teams.

IT Helpdesk Engineer , CMS IT Services | Client: Aditya Birla (ABFRL) Jun 2021 – Jun 2022

- Delivered technical support to 200+ users using ServiceNow and BMC Remedy.
- Resolved system and application issues, escalating critical cases as required.
- Utilized SQL queries for basic troubleshooting and validation in reporting.
- Supported IT asset and change management processes.

EDUCATION

Bachelor of Science in Information & Technology

June 2021 - Dec 2023

University of Mumbai | 7.63 CGPA

Diploma in Electronics & Communication Engineering

Aug 2015 - Aug 2019

V.E.S. Polytechnic, Mumbai | 52 %

KEY SKILLS

- Incident, Service Request & change Request Management (ServiceNow, BMC Remedy)
- Troubleshooting & Root Cause Analysis
- SQL Querying & Database Support
- Cross-Functional Collaboration (Development, DBA)
- Communication & Documentation Skills
- Knowledge Base & Documentation Management