|  |
| --- |
| MAHESH **kumar**  MISSISSAUGA, ON · +1-647-896-7097  Email· Mahesh8590.k@gmail.com |
| **SUMMARY**   * Highly professional with 5.5 years of strong understanding Technical and analytical skills in various roles **of IT as in Incident Management, Production Support Engineer Level-2, IT Analyst, data center operations, IT-Service Desk L1 and L2 Support, and Technical Support Executive** with complex technical knowledge, strong communication and management skills. * Skilled at building rapport with diverse individuals while handling complex technical issues. Vast knowledge of web applications, software, and framework. * Utilize my strong prioritization skills and analytical ability, to achieve career goals along with organizational goals. * Share expertise throughout the organization. * Provide basic technical troubleshooting and raising up incident request and work on bridge calls with all the technical teams with a focus on resolving the incident by meeting **SLA’s.** * Experience in learning new technologies and concepts. * Effective in working independently and collaboratively in teams. * Excellent Communication skills, problem solving, Leadership and decision-making skills. * Knowledge on **ITIL concepts**, **SERVICE Now Tool and RPD’s** ticketing tools**.** * Experience on different SQL server, Windows & VM-ware, Citrix servers. * Incident escalation to various departments and vendors if needed.   **HIGHLIGHTS**   * DHCP/DNS Ethernet and Firewall proficient * LAN aptitude, Network File Sharing Services: NFS, FTP * Trained in MCITP and ITIL V4 Certified. * Operating Systems: MAC, Windows 98, XP, Vista,7& 8. Window Server (2003 & 2008 R2). * MS-Office proficient, Adobe-Flash (Basics), UNIX& SQL (Basics). * Proficient in phone, printer, and security * Meticulous and organized * Work well with internal and external staff/clients * Familiar with MAC desktops * Service oriented * Excels under pressure and strong communication skills. |

# Experience

|  |
| --- |
| IT Incident management – 11/2019 - currentPVH CORP, Mississauga, ON.  * Serve as Incident Commander and lead the service restoration process during major incidents * Take the lead role in service restoration, communication and root cause identification * Minimize disruption to our business by efficiently identifying incident causes and determining the right course of actions leading to incident closure * Ensure timely communication with stakeholders * Ensure consistent protocol in managing incident diagnostics and resolution * Lead all the appropriate SMEs and vendors and ensure adequate support * Lead and coordinate diagnostic and recovery actions * Manage service level commitments for service availability and restoration * Act as coach/mentor for other incident commanders * Define key performance indicators and report appropriate incident metrics * Work with other teams to identify improvement opportunities and ensure end-to-end success of the Incident Management process * Provide Incident Commander coverage on a regular basis including non-business hours. While appropriate off-hour rotation schedules will be in place this role requires maximum flexibility for evening and weekend duties on an as-needed basis * Strong support expertise utilizing industry-recognized frameworks (i.e., ITIL) * Strong analytical skills and process orientation * Ability to communicate both verbally and written to all levels of personnel and organization leaders * Solid facilitation and leadership skills * Requires objectivity and analytical driven approach * Working knowledge of relevant technologies (e.g., Windows and Unix platforms, voice and data networks, LAN/WAN, security infrastructure, etc.) |
| PRODUCTION SUPPORT ENGINEER – 06/2015 to 01/2017fACTSET Systems india pvt.ltd. hyderabad, india.  * Run the daily backup on SQL data base and trigger daily REPO. * Provide support to users over the RPD’s (incidents) and grant access to user applications. * Run stored SQL scripts to fix few requests/incidents over the RPD. * Roll out the success emails for QC checks and Daily REPO, FULL REPO’s. * Monitor Data Feeds and take the appropriate action if they fail. * Maintains the applications used by the users and take care of latency/global issues. * Take care or critical incidents and maintenance of Applications and modules etc.  it analyst– 08/2013 to 06/2015hcl technologies. hyderabad, india.projects: inventiv health & aaa (american automobile association)  * Providing L1 support for the issues related to servers and networks * Monitoring and maintenance of servers and networks with the help of Monitoring Tools like BPPM, Whatsup Gold, Ops Manager, Xymon, Hobbit, Open NMS and the alerts generated in the form of emails. * Performing Incident Management for the priority issues * Actively participated in an activity or change management on the servers and networks or applications across the environment * Performing daily reports to check the status of servers and networks * Thorough knowledge of Data Center Operations with strong knowledge of Operations methodology. * Initiate and update trouble tickets, created and communicated scheduled maintenance alerts and service interruption notifications. * Hand on experience in ticketing tool like Service Now--SNOW (IT Service Management System) and BMC Tool. * Managing ADUC console for enable, disable, password reset and unlock of the user account and checking user account information. * Managing users, groups and computers in domain environment. * Moving PC into active OU through ADUC console. * Managing the File server access permissions to users. * Worked as Process Trainer during the time period and Aware of MCRS Reports (Micro Call Reporting System)  Technical support executive– 05/2012 to 07/2013nityo software colutions. hyderabad, india.Supported small business customers via inbound technical support calls.Assisted customer’s facing hardware, software and networking related issues.Researched client issues to resolve complaints promptly.Maintained up to date knowledge of all company products, service procedure and displayed exceptional people skills and maintained calm demeanor during every phone call. |

# Education

|  |
| --- |
| Post-graduation in PROJECT MANAGEMENT – April 2019 |
| Bachelor’s Degree in INFORMATION TECHNOLOGY – May 2012 |