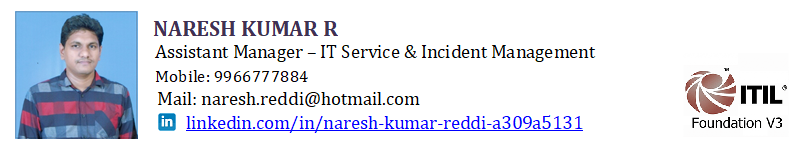
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**CAREER OBEJECTIVE:**

Seeking a better & responsible position in an organization that provides me an opportunity to enhance my personal and professional skills in conjunction with goals and objectives of an organization.

**PROFESSIONAL SUMMARY:**

* A highly self-motivated and ITIL V3 Certified and dynamic professional with **10+ years of experience** in IT Service Management, IT Operations, Incident Management, IT Infrastructure Management Services, Project Management, Desktop Management, Network Management, Maximo Ticketing Management, ICD Ticketing management, Asset Management, Vendor Management, Telecom Management, VC Operations, Service Desk Management.
* Possessing effective organisational skills and excellent working knowledge of IT & Networking technologies and having a commitment to keep up to date with the latest developments.
* To apply my knowledge to work and solve problems efficiently and enhance my professional skills by learning new things that will help me make better contributions to the organization.

**EDUCATIONAL QUALIFICATION:**

* B.Tech in Electrical & Electronics Engineering in Mar 2010 with 54%.
* Intermediate from IPE-Andhra Pradesh in 2006 with 75.4%.
* SSC from Board of Secondary Education of AP in 2003 with 73.6%

**PROFESSIONAL SKILLS:**

* IT Service Management.
* Incident Management.
* End User Support Management.
* Networking.
* Vendor Management
* Resource Management
* IT Infrastructure management.

**EXPERIENCE SUMMARY:**

**Manappuram Finance Ltd.**

**Role** – Assistant Manager -IT Service & Incident Management (From Jan-2018 to till date)

**Work Summary:**

* Managed a team of 22 resources across the zone for EUS deliverables.
* Incident Management for 450+ Locations and 40 + Individual end users.
* Participate in daily stand-up meeting with HO Tech leads and discussion on Daily dashboard POA..
* Ensure calls are getting addressed by the team within the given Service level agreement.
* Managing and addressing the escalations from business team and act as point of contact.
* Accountable for the all open incidents and ensure all actions are within the scope of SLA.
* Monitoring the status and progress of each incident towards resolution of assigned incidents.
* Participation in incident audit activities related to the incident management process.
* Planning and organising time of team members effectively and maintaining the team member’s productivity.
* Analyses the individual performance of each engineer and motivated them to perform better.
* Focusing high outstanding branches, aged tickets, OEM tickets to avoid delay in resolution for the End users etc.
* Escalating the process as necessary per established escalation process.
* Ensure IT Security and Compliance maintained and followed by the Engineers without any breach
* Involved in the Open Purchase system for the Device/spare distribution to the branches to reduce the TAT.
* Managing 1500+ Desktop/laptop, 800+ printers and timely refresh as per company standards.
* Coordination with different teams like asset/network/telecom/IT security/Application to fulfil the needs requested by the end users.
* Managing vendor related issues with MPLS and UPS across branches.
* Conducting preventive maintenance in quarterly and sharing the consolidated reports to asset team.

**Manappuram Finance Ltd.**

**Role** – Regional IT Support Lead-SPOC (From Nov-2015 to Dec-2017)

**Work Summary:**

* Lead Service Delivery, Incident Management, Governance, Service Documents, Vendor, SLA & Asset Management.
* Take accountability of all open incidents and ensure all actions are within the scope of SLA.
* Monitoring the status and progress towards resolution of assigned incidents.
* Assists with classification and prioritization of incidents.
* Managed a team of 18 resources across region for EUS deliverables
* Day-to-day management of the IT support within Group Technical Services.
* Planning and organising time of team members effectively.
* Analyzes the incidents to identify service restoration action should to be taken.
* Participation in audit activities related to the incident management process.
* Incident investigation, diagnosis, recover and resolution.
* Ensuring that all IT teams to follow the incident management process.
* Escalating the process as necessary per established escalation process.
* Provide statistical information to support the SLA on an as required basis.

**Manappuram Finance Ltd.**

**Role** – Regional IT Coordinator (From July-2013 to Oct-2015)

**Work Summary:**

* Day-to-day management of the IT support within Group Technical Services.
* Taking ownership of Incidents and Problems assigned to IT Support Team through to resolution as per SLA.
* Planning and organising time of team members effectively.
* Documentation of all areas of technology, processes and procedures at both high and technical levels.
* To seek feedback from all internal customers to understand if their IT requirements are being meeting their challenges or not.
* Assign schedules, coordinate staff and allocate resources to ensure efficiency and productivity are maximized.
* Capable to develop detailed implementation plans to enable delivery of the Technical Solution Document.
* Responsible for remote coordination of IT infrastructure implementation/integration.
* Provides telephonic or remote access diagnoses and resolution of computer hardware, software and network related issues to Field engineers and end users.
* Fully versed in infrastructure and networking.
* Training to newly joined engineers
* **VENDOR MANAGEMENT:**
* Escalation of calls to Concern vendor Team after first level problem Isolation.
* Track inventory for any items sent for repairs and follow up for Replacement.
* **HELPDESK MANAGEMENT:**
* Maintaining SLA`s as per company policy.
* Managing movement of Engineers on emergency basis and call closure
* IBM Maximo incident tool updation.
* Maintaining Call Coordinator and Engineer Productivity.

**Manappuram Finance Ltd.**

**Role** – Technical Support Engineer (From May-2011 to June-2013)

**Work Summary:**

* Inter store LAN with structured cabling with end to end Network Connectivity with testing & commissioning.
* Implementing LAN according to the customer’s requirement.
* Installation, configuration and maintenance of, Desktops and Laptops.
* Maintaining ghosting procedure with proper backups at the time of OS issue of Desktop and server.
* Installing and operating windows and Server 2003 operating Systems.
* Applying patches as per company policies.
* Install, configure & upgrade E Mail clients like Thunderbird, Microsoft office outlook.
* Installation and troubleshooting, configuration of HP LaserJet Network Printers
* Checking the configuration and connectivity of ADSL Routers and 3G Combo Routers
* Doing Preventing maintenance as per company policy
* Installation, configuration and maintenance of, Desktops and Laptops.
* Maintaining ghosting procedure with proper backups at the time of OS issue of Desktop and server.
* Installing and operating windows and Server 2003 operating Systems.
* Applying patches as per company policies.
* Install, configure & upgrade E Mail clients like Thunderbird, Microsoft office outlook.
* Installation and troubleshooting, configuration of HP LaserJet Network Printers

**PERSONAL INFORMATION:**

* Date of Birth : 09 Mar 1988
* Gender : Male
* Nationality : Indian
* Languages : Telugu & English.

**DECLARATION:**

I hereby declare that all the statements in the curriculum vitae are true to the best of my belief.

**(Naresh Kumar R)**