

E. GnanaPrakash

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Key Skills

IT Technical Support & Assistance

Enterprise Support Solutions (L1, L2, L3)

Incident / Escalation Management

Project & Delivery Management

Root Cause Analysis

Release Lifecycle Management

Process Automation & Improvements

Application Development

Team Management & Leadership

Education

MBA (Information Technology Networking Management) from Indian School of Business Management & Administration

Bachelor in Management Studies (BMS) from Indian School of Business Management & Administration

Diploma In Business Management (DBM) from Indian School of Business Management & Administration

Others:

- Completed operational related courses through SITEL University

Technical Skills

- Windows & MAC Operating Systems
- MS-Office (Word, Excel and PowerPoint) for generating presentations, cost analysis spreadsheets, scheduling tools, and data reports
- Database Management in Excel
- Incident Management Tool

An established professional with **nearly 17 years of experience**; targeting senior level assignments in **Technical / Enterprise Support Operations and Service Delivery Management** with an esteemed organization

Profile Summary

- Technocrat with experience in the areas of **Enterprise Support, Global Business Process Outsourcing, Technical Support, Project Management and Team Management**
- Resourceful at managing the overall Technical Support Operations** while ensuring maximum customer satisfaction by providing them with service/technical assistance and achieving delivery & quality service norms
- Expertise in managing **entire gamut of Project Management** tasks right from planning, monitoring, controlling, developing phases of project life cycle through latest practices/methodologies
- Subject knowledge of **managing IT operations**, processing services, on-going delivery and implementation with focus on profitability and expertise in planning strategies and resource administration
- Excellence in participating in the delivery projects across business units and driving cost savings through **service delivery optimization**
- Distinguished proficiency in taking ownership of customer issues** reported and seeing problems through to resolution; following standard procedures for proper escalation of unresolved issues to the appropriate internal team
- Excellent in providing assistance to customers on** day-to-day technical operations along with operating technology solutions in a complex environment
- Competency in managing the IT Operations** including management of incidents related to services offered and updating the incident/problem periodically with the actions/RCA to be undertaken throughout
- Resourceful at ensuring delivery of high quality services to support client's business needs & achieve continued high client satisfaction from all operational users
- Leveraged capability of recruiting, motivating and leading talented professionals; expertise in building large teams that will exceed corporate expectations
- Self-driven with a passion for technology**; skilled in grasping the big picture and conceptualizing, developing & applying appropriate, practical technology/mix of technologies that meet business needs while minimizing risks

Certifications

- Certified in Information Technology Infrastructure Library (ITIL)**

Career Timeline (Recent 3)





Work Experience

Team Lead

Since Sep'19 with CSS Corp. Pvt. Ltd., Chennai

Team Manager

Jul'16-Aug'19 with Sutherland Global Services,

Team Lead

Jan'07-Jun'16 with SITES Indian Ltd., Chennai

Customer Support Professional

Jan'05-Dec'05 with Netvision Cyber Tech, Chennai

Sr. Technical Support Executive

Jun'03-Dec'04 with Reliance Infocomm, Mumbai

Role across the career:

- Steering diverse responsibilities including IT strategy planning & execution, new initiatives and operations; analyzing business needs, strategic direction & identifying initiatives that allow a business to meet goals
- Spearheading program progress as per scheduled deadlines for various tasks and taking necessary steps for ensuring completion within time and effort parameters
- Taking ownership of customer issues reported and understanding problems to ensure resolution is provided on time
- Acting as a SPOC for IT related issues in the system and ensuring all functions are working fine
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Participating in technical discussion sessions within the Support Team and discussing merging & trending issues
- Tracking projects from conceptualization and visualization to technology mapping and final execution of projects
- Reviewing all outstanding change requests, analyzing change records for determining any trends along with the closing of change requests and then producing regular management reports
- Providing technical support for troubleshooting daily operational/technical problems from customers, proposing solutions, building customer relationships & developing monthly reports
- Creating a dynamic environment that fosters development opportunities and motivates high performance amongst team members
- Administering the entire gamut of IT operations & delivery excellence and customer satisfaction
- Contributing to technology-based solutions for enhancing functional efficiency; reviewing existing systems & business requirements and facilitating the implementation of new systems/processes in line with business goal and objectives
- Finalizing technical requirements related to projects and playing a key role in strategic planning to ensure achievement of agreed to functional & business objectives
- Providing IT solutions based on ITIL best practices that focus on the people, process, technology & information perspectives of providing integrated organization-wide business solutions within the IT infrastructure
- Defining and implementing service delivery processes and training team as per the delivery standards
- Delivering a new IT infrastructure that provides superior performance for a new & legacy applications suite; managing network planning & implementation functions including LAN, WAN and Network Devices
- Guiding, mentoring & monitoring the performance of team members to ensure efficiency in process operations; developing competency among the team members

Highlights:

- Recognized with **Precious SITES Shining Star Award** for 2 consecutive years for pls. mention contribution
- Hosted BQ Management calls on a weekly basis with the Bell clients – A separate call to ensure that all the bottom agents are tracked & coached to improve their skills
- Owned the sale division for the entire process and improved the sales count month-over-month with proper sanity
- Mentored & coached the project team on areas like **AHT, CSAT & FCR** planned and integrated the work of multiple teams on a project
- Extended continuous production support for existing applications entailing production monitoring, performance tuning, problem resolution, and systems analysis



Trainings Attended

Effective Feedback & Coaching By IMPACT Method || Managing Team Metrics || Time Management || Coach Certification || Root Cause Analysis || Instant Coaching || Creating a Fun Working Environment || Managing Conflicts || Power of One || Associate SKED



Personal Details

Date of Birth: 3rd Aug 1980 || **Languages Known:** English, Tamil & Hindi

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