

CARRIER OBJECTIVE:

Seeking a challenging and fulfilling career with a prestigious organization where I could leverage my experience for the benefit of the organization and to grow along with concern.

Experience Summary:

Certified ITIL Consultant holding 9+ years of Experience in IT-service devility.

ACADEMIC QUALIFICATION

B.Tech (Computer Science) in **SRI MANKULA VINAYAGAR** Engineering College, from Pondicherry University completed in 2007.

PROFESSIONAL AND PROJECT EXPERIENCE

UST Global Technologies

July 2016 – Till Now

Job Profile:Sr. Infrastructure analyst

Client: MAERSK.

- Major Analyst Role.
- First point of Escalations for the High Priority (P1 & P2) tickets.
- Chair the bridge call meetings and prepare MOM on the same.
- Review and Update ALL IN ONE report periodically.
- Follow up and coordinate on the P1/P2 incidents along with the different vendors share the updates timely basis via emails and tickets.
- Maintain the SLA and KPI as per the agreed process.
- Manage Mail box (All the emails to be tagged and flag important emails)
- Responsible for the availability of team members across 24/7 during all the shift.
- Expertise in working towards the quick resolution related to the major outages.
- Prepared reports with the root cause analysis for all kind of major incidents.
- Contact different teams regarding the closure of the tickets and for the updates and whenever required to join the technical bridges.

Client: Manpower Group.

- Represent the first stage of escalation for Incidents.
- Have experience in Incident Management process.
- As a Tier 2 Technician & SME for tier 1 team, resolve the Escalation calls.
- Take care of SLA's and close the ticket on the same.
- Manage and coordinate activities during overall ticket life cycle.
- Monitor the High Priority Ticket (P1) and co-ordinate in the bridge call with all the internal teams regarding issues reported and to make sure that the ticket has been taken care and resolved in the timely manner.
- Interacts frequently with subordinates and peer groups regarding the issue reported and with the Ticket raised.
- Efficient Coordination of multiple teams for quicker resolution of the issues with minimal effect on business.

HCL Technologies**Apr 2015 - May 2016****Job Profile: Senior. IT Analyst****Client: Anglo American**

- Represent the first stage of escalation for Incidents.
- Identify process improvements.
- As an SME guided the team in handling calls and creating tickets (Incidents and Service Request)
- Answer participant questions, as well as question participants to obtain full understanding of what information is being requested.
- Have Experience in working with Ticketing queues (Incidents and Service requests) pending, assigned, unassigned, and web tickets
- Analyze the Incident flow/volume and suggest for appropriate action.
- Monitor the High Priority Ticket (P1) and co-ordinate in the bridge call with all the internal teams regarding issues reported and to make sure that the ticket has been taken care and resolved in the timely manner.
- Have knowledge in the ticketing tool SERVICE NOW.
- Maintain the SLA's for all the Tickets created and Emails Received.
- Chair Bridge calls for effective coordination, incident resolution, service restoration.
- Follow-up with support team for relevant notification updates per SLA, and drive resolution.
- Interacts frequently with subordinates and peer groups regarding the issue reported and with the Ticket raised.
- Providing Remote Desktop support (L1 and L2) in windows for the users of Anglo American.
- Provided L2 support for the team regarding the windows related issues and for Cisco, VPN RSA soft token issues for the users
- Performed RDP connections and guided the users in fixing the issues faced in SAP, Ellipse, Eureka applications.
- Updated the Knowledge base articles and provided the update to the team on the same.
- Ability to be effective in a high-volume environment and coordinate multiple tasks

SUTHERLAND GLOBAL SERVICES**Jan 2013- Apr 2015****Job Profile: IT Specialist****Program: Remote Infrastructure Management**

- Providing support to the Work at Home users globally through Remote.
- Installation, Configuration and Troubleshooting VPN related issues.
- Resolve day-to-day technical issues involving Email, application issues and chats.
- Provided L1 support to VDI desktops.
- Providing L1 support in setting up and configuration of the soft phone to the users.
- Providing L1 Support to Thin client and WYSE machines.
- Handled the conference call effectively.
- Initiated Bridge call and guided the users through bridge call.
- Adding data's in the ACM (Avaya Central management) server to the Users.
- Take care of Installation and Updating the SW's to the Higher Officials through remote.
- Worked in Active Directory Maintaining the Laptop Standardization to all the users.
- Updating the Avaya ID and Extension ID in the Softphone PBX.
- Create and maintain tickets in the Ticketing tool ALTIRS.

HCL B-Serve Technologies**Jan 2010 - July 2011****Job Profile: Customer Support Executive.****Client: Office Depot**

- Processed the online orders via FAX.
- Achieved the target everyday with 100% quality.
- Maintained the SLA for all the orders.
- Handled the Credit Card users with high priority and provided solution to the users.
- Handled the conference calls and provided better solution.
- Worked on Tickets and closing them within the defined SLA.

PROLOG TECHONOLOGIES**Jan 2008- Dec 2009****Job Profile: System Administrator**

- Managed Systems, laptops and Network Printers.
- Installation, administration, monitoring and support of the infrastructure of Windows.
- Configured and managed Network printers.
- Server Maintenances and assisting desktop configuration issues.
- Follow-up until permanent resolution is given for logged call and maintained SLA.
- As part of Remote Management, Calls resolved by using Team viewer.
- Implement of Local Group policies like CD Burning, Share Folders, User restrictions, setting up Common Desktop wallpapers and Screensavers.
- Take care of Installation and Updating the SW's to the Higher Officials through remote.
- Resolve day-to-day technical issues involving Email, application issues and chats.
- Providing Technical support for all the Software issues through remote access.

PERSONAL DETAILS

Father's name : Mr. Arunachalam.C
Mother's name : Mrs. Gomathy.A
Date of Birth : 03rd Jun 1986
Languages Known : English and Tamil

Place: Chennai

Date:

SANKARA NARAYANAN. A