

# Sumesh S

Delhi, Delhi

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9870388126

betterment of my employer.

Willing to relocate: Anywhere

## Work Experience

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### IT Coordinator

Ericsson India Global Services Limited - Gurgaon, Haryana

September 2018 to Present

Domain- IT Operations. Duration- (4th Sept'18 to present).

- Started as Coordinator.
- OTRS and BMC Ticket monitoring and Coordinate to close with Internal team for PAN India Location.
- Responsible to Deliver Smooth IT Service for more than 20000 Ericsson user in PAN India.
- CSAT And SLA (AHT) monitoring (achieved more than 60% CSAT and less than 4 hr AHT).
- Fortnightly and SMR Review Meeting with customer and Higher management to discuss current operation issue and how to tackle it.
- Prepare and discuss Daily pending calls and daily open ticket report with all TL and Operation Manager. Prepare Engineer performance report to analyse Engineer operation capabilities.
- Coordinate with PSD for Resolved Hardware case, and Other Out of SLA Case.
- Leded Ericsson legacy refresh change management project and handed over more than 3000 new Win-10 Machine to end user.
- Contributed in 3 major projects as team player.

Computer Access Private Limited, (Kochi) Project-Onsite Router and switch Implantation

### Team Leader

Computer Access Private Limited - Noida, Uttar Pradesh

August 2017 to August 2018

Coordinating with all CAPL Engineers over Kerala region for Executing the task.

- Responsible for managing and coordinating the NOC team. The main aim for this coordination is to ensure that the networking system runs efficiently without interruption.

- Fortnightly and SMR Review Meeting with customer and Higher management to discuss current operation issue and how to tackle
- Responsible for informing Management, partners and peers about network performance and service.
- To provide remote support to field engineers and customers during installation.

Evision Technologies., (Noida) Project- Network implementation

### **Network Engineer**

Ericsson India Global Services Limited

January 2017 to May 2017

Joined Evision through Campus Placement as Network engineer

- Get trained in IT Support, CCNA, ITIL V3 and System Troubleshooting.
- Excited minor project in TCL, IGIA and Ericsson.

DATE-

PLACE- (Sumesh S)

## Education

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### **Bachelor's**

## Skills / IT Skills

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- Joined Computer Access Pvt
- Team management. Computer Access Ltd as Team Leader in Kochi.
- Handled different banks
- IT Project Management Private Limited projects for router and switch
- Vendor Coordination. MY STRENGTHS impalantation.
- Analytical View.
- Telecom operation.
- Leadership Quality
- Resource engagement.
- Good observer
- Strong analytical and problem-
- Joined Evision as Network Tools Used solving skills. Engineer through campus
- BMC Remedy Languages Known placement in jan'2017. Evision
- Trained in CCNA and ITIL to do
- OTRS
- English Minor Project with MNCs

- Hindi
- IMATA
- Malayalam
- Delivered Minor Project In TCL, IGIA and Ericsson
- CRM
- Tamil
- MS-OFFICE
- Help Desk
- Microsoft Windows
- Network Engineering
- Network Monitoring