Scrum Master



**Thenappan K**



[**https://www.youtube.com/watch?v=VjeCIbzO0kA&feature=youtu.be**](https://www.youtube.com/watch?v=VjeCIbzO0kA&feature=youtu.be)

**Professional Summary of skills**

* Qualified **Business Systems Analyst/Scrum Master** professional with **8+ years of experience**.
* Worked in multiple projects with **Business Users**, **Key Business Stakeholders, Subject Matter Experts (SMEs)**, **Project Managers, Scrum Master, Scrum Product Owner, Testers, Developers, Architects and Deployment Analysts**.
* Experienced throughout the phases of **Software Development Lifecycle (SDLC)** in areas such as **Finance, Investment Banking, Banking, Compliances, Risk & Regulation, Trading and Asset Management opportunities**.
* Proficient in planning, designing, capturing, consolidating and maintaining key metrics with **Agile** and **Scrum Protocols**.
* Worked and exposed to enormously various **Agile-lean** and **traditional software development environments** including **Agile-scrum, Custom-Agile/Water+Scrum+Fall (Waterfall-Scrum hybrid), SAFe 4.0 and Waterfall methodologies.**
* Assessed the **Scrum maturity of the team and organization**, and coached the team to **higher levels**, at a pace that is sustainable for the team and organization.
* Maintained relevant metrics demonstrating the value of **agile practices**, **work throughput** and **quality of product**.
* Exposed to the technologies used by the team, understood organizational changes and updates that may affect **agility maturity**, and the ability to **decompose or dissect relevant information** (**decomposition of Epic to User stories**)
* Prioritized the iteration and **defect backlog grooming** along with **Product Owner** and **scrum team**.
* Ensured internal product stakeholders needs are met and promoted **transparency** by **SCRUM practices**.
* Collaborated with **external clients** and **vendors** as needed on **requirements definition** and **feature development**.
* Helped teams improve their utilization of existing Agile tools across a diverse set of processes including intake, **backlog grooming, sprint and release planning, test planning and execution, incident management, and problem management**.
* Provided processes and tools **training, coaching, and mentoring** for new and established agile teams of varying degrees of size and maturity to deliver transparency and adaptation of agile scrum practices (**appreciation game in retro meetings**)
* Determined ways to optimize and improve JIRA setup (updating **information radiators** & dashboard to **improve positive motivation** among the team members)
* Detailed knowledge in SDLC: **Scrumban (Scum+Kanban), Kanban, XP (Extreme Programming) and Spiral techniques**.
* Conducted detailed project analyses such as **Business Processes (analysis of AS-IS & TO-BE)**, **GAP analysis, risk review & assessment, Impact assessment, Cause and effect analysis (root cause analysis), Effort estimation, mitigation plan, maintenance of risk register, Cost-Benefit analysis, SWOT analysis & Feasibility study**.
* Knowledge of **SDLC (Software Development Life Cycle)** phases, including concept proposal, discovery and analysis, planning, requirement gathering, design, development, integration, testing, deployment, support and maintenance.
* Used **Ms Project & Ms Excel** in **Project Management, Scheduling, Allocation of Resources, Gantt-Chart View Creation, WBS (Work Breakdown Structure), Critical Path Analysis, Budgeting, and End-To -End task & Milestone Tracking**.
* Strong project management skills in **Planning, Scheduling, Monitoring and Budgeting** with experience in requirement elicitation such as **Brainstorming, JAD sessions, Job shadowing, Survey/Questionnaire, One-To-One Interviews, Prototyping, Requirements Workshop, Document Analysis/Interface analysis and Focused Group Sessions**.
* Efficient in handling **change requests** and assessing change requests through **impact assessment** on triple constraints.
* Created **User stories (**by **SMART & INVEST techniques) and acceptance criteria (list method or Given-When-Then method)** for an iterative and developmental model of application with the help of **Business analyst & Product Owners**.
* Took part in **breaking down, sizing of stories, prioritizing, tasking and distributing** the requirements within SCRUM
* Conducted **Sprint Planning (WHAT & HOW meeting), Daily Stand Up, Sprint Execution, Sprint Review & Sprint Retrospective Meetings**, and enforced disciplined SCRUM framework, guidelines and rules for **successful releases**.
* Organized **User stories** prioritization **MoSCoW, KANO model, 100 Point method & Ranking method and Walking Skeleton**.
* Created, maintained and described the **Scrum Product Backlog items**, and prioritized them to achieve goals and mission.
* Proficiency in documenting artifacts such as **Business Requirements Document (BRD), Functional Requirement Document (FRD), Software Requirement Specification (SRS), Data Specification Artifact & Requirement Traceability Matrix (RTM).**
* Documented in sprint execution: **user roles, workflow descriptions, user interface, storyboards, and prototypes**.
* Created **Use Case specification document** comprising actions, pre-conditions, post-conditions, triggers, **actual/happy**, **alternate/unhappy paths, assumptions, constraints and business rules** for different positive & negative scenarios.
* Proficient in developing **Behavior UML (Unified Modelling Language) Diagrams (Sequence Diagrams, Collaboration Diagrams,** and **Activity Diagrams),** and **Use case diagrams** using **Mockup Screen, Draw.io, Lucid charts** and **Ms Visio**.
* Designed **UI/UX** by **Mockup and Wireframe diagrams** for requirements to show the visual modelling of business processes and getting an understanding of **Application Under Development** (AUD) through prototyping methods.
* Assisted programmers towards deciding the development techniques **TDD (Test Driven Development), BDD (Behavior Driven Development) and ACTDD (Acceptance Criteria Test Driven Development)** based on thecertainbusiness needs.
* Created **Conceptual, Logical and Physical data models** and experienced in **ER diagrams** (**Entity-Relationship diagrams**).
* Experience in **SQL** queries for Data Analysis, retrieval, validation, modification, creation of **Data Manipulation Language (DML), Data Definition Language (DDL) & Data Control Language (DCL), Views, Stored Procedure** and **Functions**.
* Coordinated with **UX designers** and **developers** to create web application using **web services** between the front and back-end systems that define the UI functionalities using **HTML5/CSS3/JQuery** and used **HTTP/FTP** as transfer protocol to display the data, **SOAP/REST API & XML** to store and carry the data between **webservers** and **application servers.**
* Experienced in **Black Box, Manual, Unit, System, Performance, Load, Stress, Regression, Automated, Functional, Non-Functional, UAT, Smoke and Sanity Testing** of applications with knowledge on **STLC (Software Testing Lifecycle)** by creating **Test plan, Test Scripts, Test cases, Test Scenarios, Test reports and Requirements Traceability Matrices**.
* Dealt with **stakeholders, change, conflict, vendor & risk management and problem-solving** techniques.
* Documented **Standard Operating Procedures, Training Manual, Checklists (Ask questions), Quality Assurance Plan.**
* Experienced in **bug tracking** and following up for successful **maintenance & delivery** of service tickets using **JIRA**
* Engaged actively in creating reports such as **feature progress reports, performance reports and ad-hoc reports.**

**Tools & Technologies**

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| **Categories** | **List of Technology/Tools used** |
| **SDLC Methods** | Waterfall, Scrum, SAFe, Custom-Agile (Water-Scrum-Fall) Waterfall & Scrum hybrid |
| **Project Management & Business tools** | Ms Project (v 2010,2013,2016), Ms Office v 2010,2013, 2016 Office 365 (Ms Word, Ms Excel, Ms Excel (VBA- Macro), Ms Sharepoint, Ms PowerPoint, Ms Access, Ms OneNote, Ms Publisher, Ms Visio), Atlassian JIRA (v 6.3,7.0), HP ALM (v 11.5), Confluence v 6.15, Rally (CA Technologies) |
| **Testing** | Selenium Web Driver (v 3.14.0), UFT/QTP (v 14.02), HP LoadRunner 12.60, Cucumber v 3.1.0 |
| **Statistical tools** | IBM SPSS (v 25.0), Minitab (v 18.0), Ms Excel (2013, 2016, Office 365). |
| **Web services** | SOAP API, REST API, XML, JSON, Swagger Tools, SoapUI, POSTMAN, IBM Websphere |
| **Database Tools** | Microsoft SQL SMS (Server Management Studio), MySQL, Oracle DB. |
| **Reporting Tools** | Qlikview v 11.20, Power BI, Tableau, SSAS & SSRS |
| **Languages/IDE** | Java (Testing Environment), Java EE, Eclipse IDE (v 4.8, 4.9, 4.10) |
| **Technologies (CRM/ERP/ETL)** | Informatica Cloud, Informatica PowerCenter, SalesForce Administrator, SalesForce Financial Services, Ms Dynamics CRM, SAP Business Client one. |
| **UI Development** | HTML5, CSS3, JQuery v 3.3.1, Ms Visio, Lucid Charts, Draw.io, Mockup Screen, Balsamiq mockups |
| **Certification** | Six Sigma Green Belt Certification (KPMG), Certified Scrum Master (CSM) |

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| **SalesPage Technologies LLC, Kalamazoo, US May-2018 to Present**  **Scrum Specialist** |

**Summary: Enhancement (Upgrades) to Asset Management CRM for Investment Management firms (Fund Families)**

Due to the increasing customer base that contributed from various **RIA (Registered Investment Advisers)** firms, the **Investment Management partners**, producing fund products such as **Mutual Funds, ETFs, Open-ended funds, Retirement funds, and other Trade opportunities**, demanded an **Asset Management CRM** highlighting detailed information about **MFORTP data** (**Master Firm, Firm, Office, Rep, Team & Partnership**) **Trade data, Portfolio Data, Summarization of Sales, Redemption & Asset data**. Additionally, the other critical features included Asset managers in MF product firms to keep track, create new, **enhance leads and opportunities, and foresee asset growth initiatives for Activity, Territory, Zone, Campaign, Persona and Trip planning management.** We onboarded to integrate multiple data sources and application sources for creating an **updated** and **enhanced version** of **client data platform** that facilitated **Sales, Redemption and Asset reporting capabilities.**

**Responsibilities:**

* Worked and organized **Agile- Scrum Framework** environment facilitating **documentation, validation, requirement elaboration and elicitation, stakeholder analysis and AS-IS vs TO-BE processes related optimization** activities.
* Worked with **other Scrum masters** and **program managers** to manage **interdependencies**.
* Performed **agile project management** tasks such as **planning, execution, tracking, reporting, monitoring and controlling**.
* Developed and maintained a thorough knowledge of **business processes** supported by software systems, and managed outsourced **work, consultants, vendors, and relationships** throughout the **system development**.
* Proactively identified and **tracked project risk** and developed **mitigation plans** to manage risk along with **risk manager**.
* Created an environment of **cross-team collaboration** and teamwork in a **proactive manner**.
* Conducted and participated in **sprint planning, task estimates, task sequencing, sprint reviews and retrospectives (Histogram method, SWOT analysis, STAR fish and Silent Writing).**
* Communicated **technical designs** and principles to **technical stakeholders**, analyzed business requirements submitted by Product Management, advised, guided and supported the customer on solutions, product enhancements or issues.
* Defined key milestones, assessed **delivery against milestones**, communicated team's capacity and progress against milestones to stakeholders and all levels of management in a consistent and **transparent manner**.
* Worked closely with management, business analysts, and product managers to implement features defined by stakeholders.
* Acted as a process owner between **business stakeholders (Product managers) and Technology Teams**.
* Assisted Product Owner for **Gap analysis** and **Cost benefit** **analysis** to determine the effects & performance of new features.
* Estimated requirements for Product backlog items (**SMART & INVEST** techniques to break down user stories), supported in creation of **User stories** & **Acceptance Criteria** along with Product owner for Sprint releases, prioritized **PBI** and involved in **Sprint Planning, Daily Stand Ups, Execution, Reviews and Retrospective meetings.**
* Enforced Scrum team to create **Minimum Viable Product (MVP)** as an early adopter in the CRM application.
* Coordinated in creation of **ER Diagrams** defining **entities, attributes, relationships, normalization and business rules**.
* Performed **SQL Queries** to **extract** data from different sources, **verify, validate & modify** using various commands.
* Collaborated with the **QA/testing team/Scrum team** in preparing test data for positive and negative test scenarios as per **application specifications; writing test plans and performing functional, smoke and end-to-end testing**.
* Facilitated meetings and conducted **Regression Tests,** **UAT testing** across **Asset management** support functions including business users & Portfolio Managers as **admin role, wholesalers, sales and marketing & institutional clients**.
* Ensured **Definition of Done** has been met along with other criteria for each **User story of the Sprints.**
* Helped design team to see visual element used in **work break down structure (WBS)**, that visually distinguished job sharing and other responsibilities for business process.
* **Removed impediments** in development team from completing the work it has negotiated for a given sprint.

**Environment:** Custom JIRA, Confluence, HTML, CSS, Java (Testing environment), Selenium WebDriver, Ms Word, Ms Visio, Ms Excel, SOAP & REST API, XML, JSON, SoapUI, Balsamiq mockups, Apache Axis 2 Tomcat (app server), Eclipse IDE, JavaScript, Java EE, Microsoft SQL Server, Jenkins (Continuous Integration), SalesForce Admin, Marketo, HubSpot, Pardot, Discovery Data, Advisor Atlas, Concur and Informatica Cloud (Extract Load & Transform process), Slack (Communicator), SnagIT (snapshot tool).

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| **JPMC, Wilmington, Delaware Aug-2017- Apr 2018**  **Scrum Master** |

**Summary: Determination and development of Retirement Readiness Measure (RRM) for retirement planning**

To have a sound wealth and retirement planning, the consumers of Retirement and investment plans are failed to have been provided with opportunities and services that determine the importance of **retirement benefits, tax-advantaged IRA contributions**, details of **maxing out investments** and **style of investment** while opening a **new IRA account (Traditional or Roth)**. To overcome this problem of unawareness among consumers, we developed a system (in the form of web-based questionnaire) to define a **Retirement Readiness Measure** (factorized based on **early age, annuities paid, spending power, income and investment style**) which could help investors to decide a max out retirement investment for the IRA.

**Responsibilities:**

* Worked in **Scrum Framework** to achieve the project deadlines and **post live support** using **Agile**.
* Coordinated and assisted in introduction and adoption of **Agile values, principles, methods and practices**.
* Worked with 2 cross functional scrum development teams to remove impediments blocking the completion of work or commitments throughout **backlog opening, grooming, sprint planning, execution, daily-stand up, review and retrospective meetings**.
* Managed 2 projects with bi-**weekly releases**, tracked and reported **daily status** to the management & Senior Scrum Master
* Nurtured **productive relationships** and communication with **Product Owners, team members and other stakeholders**.
* Maintained and shared an up-to-date awareness of **industry trends, best practices** and explored new tools that would benefit the organizations with Agile practices and approach.
* Produced the **blue print** for **functional flow** and alignment of work items.
* Raised **issues, risks, dependencies and review deliverables** generated within the **scope of the track** to ensure that they meet the necessary needs.
* Assisted the **testing team** in creating **test strategies** and coordinating **testing usability** by customer.
* Created and **delivered training** and mentored team from a **functional perspective** to ensure delivery of the tasks.
* Facilitated **discussion, decision making and conflict resolution**.
* Served the **Product Owner** and **Development Team** to deliver and delight their customers.
* Guided **cross functional teams** in executing the principles of the **Scrum framework**.
* Provided support to the team using a **servant leadership style** whenever possible and **leading by example**.
* Performed calculation of **capacity, velocity and matrix for DoD** to ensure successful completion of sprint iteration.
* Worked with **product management** to create and maintained **solution roadmap.**
* Worked on all phases of the **system development**, procedures for requesting, implementing & supporting the **process.**
* Interviewed **Subject Matter Experts** and **Business/Technical Leads** to gather high-level **Business Requirements**.
* Performed **ad- hoc analysis, Cause & Effect analysis, Risk consideration & GAP analysis** and **performance results**.
* Created **AS-IS** and **TO-BE** processesand integrated them to show one end-to-end business model and process mapping.
* Worked closely with **Senior Product Manager** to manage **ranked product backlog** to increase early adoption of product (Comparison of **actual vs planned velocity**), assess & prioritize business needs and feature enhancements (**BDD** technique)
* Facilitated discussion between team members to determine the **test requirements, test plan, test cases development** (around **55 test cases** for **20 scenarios** combined); conducted **functional and non-functional testing**.
* Conducted **User Acceptance Testing (both Alpha & Beta)** along with trade managers and registered representatives.
* Used Atlassian **JIRA** to maintain and track the requested enhancements and changes.
* Acted to facilitate all sprint events and sprint reports (**Burndown charts, information radiators**).

**Environment:** JIRA 7.0, HTML, CSS, Ms Word, Ms Visio, UFT- Unified Functional Testing (v 14.01, 14.02) Ms Excel, RESTful API (Swagger tools), XML, Oracle DB, IBM Websphere (app server), Cucumber v 3.1.0, JavaScript, Java EE and QlikView v 11.20.

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| **USAA, San Antanio, TX Dec 2014– Jul 2017**  **Junior Scrum Master** |

**Summary: Implementation of Charles River IMSv9.0 to automate buy side Front & Back office activities.**

Traders time in **front office** and **middle office** for various activities (**client facing, activity management, trade related and internal interactions**) have been reduced to one half from the prevalent time utilization by auto-processing of various systems using **Charles River IMS v9.0 (SaaS platform).** Besides this, a Master Data management from data sources was initiated for reporting and **business intelligence activities**.

**Responsibilities:**

* Analyzed tuning rules on initial threshold values by reviewing existing alert quality and relevant data analysis.
* Empowered the team to **self-organize** around achieving their **commitments**.
* Enabled the team to **continuously improve** through intentional Lean and data driven **inspect** and **adapt** cycles.
* **Recommended improvements** and assist in changes to best practices.
* Provide reports and metrics as needed about team performance and productivity using Tableau & Ms Excel.
* Worked in **SAFe environment** within a Scrum Team as the team level execution strategy of the project employing Scrum Framework at the team level, **Kanban Visualization** through **Kanban Board** and **Extreme Programming** (XP) Practices.
* Deeper knowledge in execution activities and business processes at **Front office (Order management, investor interaction, order capture, enrichment & portfolio management), Middle office (risk management, trade processing) & Back office activities (clearing & settlement procedures, legal measures and following compliance metrics)**.
* Employed **research** & **analytical systems** finding gaps within existing tools for development of profitable business models.
* Initiated **system development plans** by building working groups to access business need of future system implementations otherwise **recommending alternative applications** where necessary and coordinated with the team in picking features for next **Program Increment** at **PI Planning** meeting to identify **risks** with **team’s dependencies**.
* **Assisted Project Manager** in estimating the **resources** and **participants** needed to achieve **project goals**.
* Identified and managed project risk by creating an open forum where both developers and business users could participate equally in the **continuous improvement** of **fixed income trading** and **portfolio management technology**.
* Created team specific Agile process flow in **Rally** (CA technologies) to move tasks from one activity to another.
* Provided technical guidance to developers on areas and opportunities to improve **SQL** code.
* Involved in **UAT Test Plan**, **Test Cases and Test Strategy** creationbased on the functional and non-functional requirements to maintain **Requirement Traceability Matrix**, and performed **Smoke, Functional and Regression Testing**

**Environment:** Microsoft Office (Word, PowerPoint, Excel, Access), Microsoft Project, REST, JSON Draw.io, Rally (CA technologies), RTM, Charles River IMS V9.0, Bloomberg API, Onetime Data Population, Realtime API, Java, EJB 2.0, Servlets 2.3, JSP 1.2, JDBC, Struts Framework, HP LoadRunner, JavaScript, Perl, MySQL, UNIX Shell Scripting, Progress, Weblogic 7.0.

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| **L&T Infotech (Client: Comercia Bank, TX) July 2013 - Oct 2014**  **Assistant Scrum Master** |

**Summary: Development/implementation of a new application to give core mobile banking functionalities, financial alerts/suggestions based on careful calculation of financial risk and frequency of transaction.**

**Responsibilities:**

* Collaborated with **Senior BA & Product lead** to gather requirements by **JAD (Joint Application development), Focus groups & Interviews and delivered them to the development team.**
* Performed **GAP Analysis with product lead** to check the compatibility of the existing system infrastructure with new Business Requirements.
* Responsible for **daily stand-ups, planning/facilitation** of all standard activities such as sprint and release planning, backlogs, milestones tracking, conducting retrospectives and sprint reviews.
* Partnered with Product Owner to **define, articulate, prioritize** and complete work requests, and discover, learn and implement CI/CD practices, as required along with the responsibility to **perform debugging**, QA or deploy activities.
* Analyzed tuning rules on initial threshold values by reviewing existing alert quality and relevant data analysis of **cash** **management, compliance division** and **anti-money laundering requirements (BRD, FRD, SRS, DSR).**
* Explicit **requirements collection** regarding functionalities including **check balances** and **transaction history, Search for transactions within the app, Transfer funds, view your balances** using **Quick Balance (W/o log in), Deposit checks electronic way, pay bills, finding local centers & ATMs** (integration with Google maps).
* Knowledge in core banking functionalities: **Money deposits, withdrawals, account management, transaction management, KYC profile creation, import of new schemas for loan & disbursal management.**
* Involved in **system testing, app testing on Tablet & Phones, functional testing, ad-hoc testing, risk-based testing, security testing, load testing** and designed **Test Plans/Test Scripts** and conducted **UAT testing**.
* Analyzed the customer base and its **transactional activity** to segment them & enable threshold-setting of scenarios.
* Utilized **JIRA** to track **tasks, defects and tickets** for maintenance and deployment of system being developed.

**Environment**: Microsoft SQL Server, mockup screen, JIRA 6.4, Java J2EE, XML, HTML5, Three-tier, Andriod Studio and Xcode

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| **L&T Financial Services, Chennai Oct 2012- Jun 2013**  **Business Analyst** |

**Summary: Implementation/enhancement of internal features of finance and accounting systems for financial analysis, decision-making and reporting activities.**

**Responsibilities:**

* Worked in **Water-Scrum-Fall (Custom-Agile practice)** to implement the technologies under specification and took **rough feature requests** from operational managers & **real-time project stakeholders** to turn them into detailed **BRD**.
* Actively enhanced **monthly re-forecasting process (& sub-schedules), budget preparation, accruals, general ledger coding, SG&A analysis, and weekly Finance updates, business reporting & tools preparations (Accounting software, agile billing, expense tracking, payroll management, cash-flow analysis, financial dashboard & budgeting tools.**
* Involved in **Conceptual, Logical & Physical data model, database schema design, metadata documentation**, user documentation & modification of **triggers, scripts, stored procedures** in database servers; determined the specifics of a **feature’s design & functionality to final planned state**; detailed **documentation of RFP** and divided the **SLA requirements**.
* Conducted **architecture, technical design, and product implementation discussions** for feature installations.
* Developed a spectrum documentation namely **Quality Practices, Business rules, Code changes, Bug Reports, User Manuals, Test Performance reports, Metrics** & **change requests.;** prepared and participated in validation test cycles to ensure the **system implementation** has met business requirements.

**Environment**: Ms Word, Ms Excel, Ms PowerPoint, Ms Access, Ms Project, Qlikview v 11.20, Microsoft SQL Server, Informatica Powercenter, Selenium WebDriver, Java J2EE, XML, HTML, SOA, SOAP API, Oracle WebLogic server.

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| **L&T Chennai, India April 2011- Oct 2012**  **Graduate Engineer Trainee (IT Projects)** |

**Summary: Master system integration of IT intelligent systems & smart city application projects.**

**Responsibilities:**

* Worked in **MPCS (Material Planning Control Systems)**, **Contract Management, Risk review meetings, Management Information System & Scope planning and maximization of return on investments;** Implemented knowledge of **QA** principles**, FMEA (Failure Mode Effect Analysis), Critical Path analysis, CAPA (Corrective & Preventive Action)**
* Looked through **financial planning** along with the supervisor and engaged in material, men and resource planning for early completion of projects, analyzed, created and presented **tradeoff parameters**.
* Prepared and maintained documentation on business analysis (that include **Requirements plan, Scope Document, departmental specification document**), project **tenders, quality management system, standard operating procedures, Engineering-work methods manual, checklists & quality assurance plan;** Led internal **project team auditing, client meeting, quality bid submissions, vendor meetings, resource lead** for various items concerned with Information technology, smart city and surveillance projects.

**Environment**: Ms Sharepoint, Ms Dynamics CRM, Ms Word, Ms Excel (VBA-Macro), IBM SPSS, Ms Project, and Power BI

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| **Bharti Airtel Ltd, Coimbatore India Aug 2010- Mar 2011**  **Junior Support Engineer** |

**Summary: System administrator related projects for an IT firm.**

**Responsibilities:**

* Supported the **network and systems engineer** with **activities, solutions** and other responses to request for service.
* Performed basic **testing, firewall configurations, resolving network issues and configuring operating systems.**
* Used remote desktop connections to provide **configuration and administrative support**.
* Used **email and chat applications** to give clients quick answers to **simple IT issues**.
* Responded to **user requests for service**, troubleshooted problems and helped develop solutions.
* Supported **PC hardware components**, desktop operating system software, and application software.
* Performed **minor repairs** to equipment and arrange for other servicing needs; identified and reported **system issues** to vendors; monitored and tested resolution of those issues sent to vendors.

**Academic Details: Bachelor’s in Mechanical Engineering, Coimbatore, India.**