

Anand Kasote

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SUMMARY

A client oriented, multitask professional with experience in finding system requirements, achieving cost-effective solutions with increased quality and working in fast-paced environments focused on maintaining high levels of accuracy and efficiency.

TECHNICAL SKILLS:

Programming: HTML, CSS, C#

Operating Systems: Unix/Linux, MS Windows, Mac OS X

Applications: Azure, SharePoint, Excel, Microsoft Word, PowerPoint, Access

Other: LSSYB, UML, SDLC – Agile, Waterfall and Iterative methods

RBC Applications: NetIQ DRA, Active Directory, Microsoft Exchange Server, AutoSAB, Archer

WORK EXPERIENCE

Brampton Mitsubishi

Parts and internal advisor

Nov 2014 – Present

- Prepare repair orders, enter them into the database system and close the orders through CDK Dealer software.
- Answer technical questions about vehicle problems, warranties, services, and repairs
- Perform administrative duties such as opening and closing invoices, rental vehicle management, contacting customers for accessories and dealership vendor appointments
- Handle orders and requests for information efficiently via telephone and over the counter from customers and technicians.
- In conjunction with the service department, solicit sales and suggest selling of service-related parts.
- Answer questions and assist customers and technicians in identifying and obtaining required parts.

Royal Bank of Canada

Configuration Management Analyst, DICE(Co-op)

May 2018 – August 2018

- Managed the release life cycle which included scheduling, coordinating and the management of release across the enterprise for multiple platforms and applications.
- Developed and executed implementation and deployment plans.
- Coordinated with application developers, QA analyst, DBAs, product managers and program managers to maintain consistent configuration states across all environments.
- Provided support services to resolve configuration management issues during product and project lifecycles; escalated and completed corrective actions in a timely fashion

Technical Services Analyst, eSAM (Enterprise Service Access Management) Operations

January 2017 – April 2017

September 2017 – December 2017

- Mainly was responsible for administering service accounts/mailboxes through NetIQ DRA, Active Directory, Microsoft Exchange Server, AutoSAB and Archer Systems
- Additionally, provisioned and managed high-risk service accounts, IDs and generic accounts and perform user/group migrations across all production forest domains.
- Identified gaps in administrative processes; followed up with Team Leaders to provide solutions and work together to ensure quick resolutions/process improvements.
- Other tasks included processing bulk requests using scripts and assisting in process improvement projects/cleanups of data.

EDUCATION

Software Engineering Technology

Centennial College, Toronto, ON

January 2016 – December 2018

Related Courses:

Web Interface Design
Client-Side Web Development
Advanced Business Communications
Software Development Project

Software Testing and Quality Assurance
Web Application Development
Object Oriented Software Engineering
IT Project Management

ACHIEVEMENTS

Volunteer of the year Centennial college **2018**

RBC Student Networker Certification Ten Thousand Coffees **2018**

EXTRA-CURRICULAR/VOLUNTEER EXPERIENCE

WIMTACH Healthcare Hackathon **2016**

- Designed a Virtual Reality concept to help caregivers of people with dementia

RBC supported E-Waste recycling Event (GEEP) **2017**

- Collected personal e-waste items at designated collection locations
- GEEP ensured all qualifying items were properly recycled with emphasis on the responsible disposal of any hazardous materials