# Satish Chandra V R V S

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## PROFESSIONAL SUMMARY:

Over my 11 years of experience in IT roles across four different organizations, I have effectively contributed to both ITIL and ITSM processes. My responsibilities align with various ITIL practices, enhancing service delivery and ensuring efficient IT operations. Here is how my experience relates to these processes

- I monitored and prioritized incoming Issues and Requests, aligning with Incident Management and Service Request Management processes.
- Collaborated with cross-functional teams to escalate and resolve complex issues promptly, ensuring minimal service disruptions.
- Documented all interactions and resolutions within the KB system, contributing to Knowledge Management by creating a repository of solutions for common issues.
- Continuously improved the knowledge base and self-help resources, following Knowledge Management principles.
- Maintained an up-to-date inventory of all company hardware assets, tracking their lifecycle, including maintenance and retirement, in line with IT Asset Management practices.
- Collaborated with departments to understand their hardware and software needs and sourced vendors for procurement, aligning with Supplier Management and Service Catalog Management.
- Negotiated contracts and pricing with suppliers to ensure cost-effective procurement and provisioning of hardware and software for new employees, adhering to Change Management processes by evaluating and approving changes to the IT environment.
- Assisted remote employees with technical issues and provided guidance on secure remote work practices, contributing to IT Service Continuity Management and Information Security Management by ensuring business continuity and security.
- Monitored network performance, identified and resolved issues proactively, and collaborated with network engineers to optimize network configurations, aligning with Availability Management and Capacity Management processes.
- Maintained records of SLA compliance and ticket metrics for reporting and analysis, contributing to Service Level Management by ensuring service quality meets agreed-upon levels.
- Collaborated with suppliers and ensured compliance with Supplier Management and Compliance Management processes.
- Conducted orientation sessions for new hires, introducing them to IT policies and procedures, aligning with Service Level Management in setting clear expectations for IT services.
- Demonstrated a commitment to continuous improvement by developing processes and knowledge bases for common issue resolution, in line with Continual Service Improvement.
- Acted as a technical lead and member of the final technical escalation team for IT Helpdesk, contributing to Technical Management practices.

## ACCOMPLISHMENTS:

- **Overnight Deployment Excellence**: Successfully deployed 400 thin-clients using the HPDM tool overnight for THC Project and demonstrated exceptional efficiency and technical expertise in IKS Health
- **Business Continuity Achievement**: Played a crucial role in the deployment of 1300+ Chromebooks as part of the BCP Project during the pandemic 2020
- **High-Volume Ticket Resolution**: Led a team of 5 member to resolve over 1000 tickets in just 1 month, showcasing exceptional leadership quality for WFH Support Project of Google LLC during Pandemic

**TECHNICAL SKILLS**:

- **Technical Support**: Proficient in providing comprehensive technical support to resolve complex IT issues and ensure uninterrupted operations.
- IT Infrastructure: Skilled in managing and optimizing IT infrastructure for enhanced performance and efficiency.
- **ITIL Framework**: Experienced in adhering to ITIL practices to streamline service delivery and management.
- **Google Workspace Administration**: Competent in administrating Google Workspace, ensuring seamless collaboration and productivity.
- **Remote Support**: Adept at delivering efficient remote support for users, resolving software and hardware issues.
- **Windows Administration**: Experienced in Windows administration, ensuring a stable and secure operating environment.
- **Vendor Management**: Proficient in managing vendor relationships, negotiating contracts, and optimizing procurement processes.
- **Cloud Services**: Knowledgeable in leveraging cloud services to enhance scalability, accessibility, and cost-efficiency.
- **Ticketing Tools**: Skilled in using ticketing tools to manage and prioritize service requests for efficient issue resolution.
- **Leadership**: Demonstrated leadership abilities in leading teams and achieving high-performance standards.
- **Documentation**: Diligent in maintaining detailed documentation to facilitate knowledge sharing and process improvement.
- **Adaptability**: Quick to adapt to evolving technology and business environments, ensuring continued effectiveness.
- **Cybersecurity Awareness**: Well-versed in cybersecurity best practices, contributing to a secure IT environment.

## EXPERIENCE

- IT Support Engineer at **Applause App Quality India Pvt. Ltd**, Hyderabad from September 2022 to till Date
- Desktop Support Specialist III at **Astreya Partners Inc**., Hyderabad from *June 2017 to April 2022*
- IT Helpdesk Engineer at **IKS Health Pvt. Ltd,** Hyderabad from April 2015 to June 2017
- IT Service Desk Support Engineer at **Knoah Solutions Pvt. Ltd, Hyderabad**, from June 2012 to March 2015

## PROJECTS:

**Global Dropship and WFH Support for Google Client from July 2020 to April 2022**

To enable Google employees worldwide to seamlessly transition to remote work during the challenging circumstances brought about by the COVID-19 pandemic.

**Description**

- Hardware Procurement and Shipment Management: This involved receiving and processing hardware requests from Google employees. Upon receiving these requests, we coordinated with our suppliers to ensure the timely delivery of the requested hardware directly to the employees' addresses. The hardware included laptops, desktops, accessories, and more.
- Configuration and Deployment: Once the hardware was delivered, my team and I took charge of configuring these devices. Our aim was to ensure that each employee could access Google's internal tools and resources from their remote location. This involved setting up secure connections and software configurations to replicate the in-office experience.
- New Hire Onboarding: During April 2020, we played a crucial role in the onboarding process for new Google hires. This encompassed hardware deployment, software setup, and providing comprehensive IT support to ensure a smooth transition into the Google ecosystem.
- I had the privilege of leading the Indian team, which consisted of 7 highly skilled IT professionals. This leadership role was bestowed upon me as the first member to join this initiative. Our collaborative efforts were an integral part of Google's Extended Management Team (EMT), an essential component of Google LLC's operations.

**Google Business Continuity Plan (BCP) Implementation from March 2020 to June 2020**

To swiftly enable remote work for Google India employees in response to the COVID-19 pandemic and impending national lockdown.

**Description**:

- Team: Led a team of 11 engineers
- Challenges: The team needed to enroll 1400 Chromebooks, update inventory details in ServiceNow (serial numbers, asset tags, WLAN), configure the devices, and deploy them to users within a tight deadline of just 2 days.
- Outcome: Successfully accomplished the task, ensuring that Google employees had the necessary hardware and infrastructure to work from home during the lockdown.
- Impact: This project played a critical role in maintaining business continuity for Google India during the pandemic, allowing employees to work remotely and ensuring minimal disruptions.

**Google Hyderabad New Sites Setup**

To set up and establish the IT infrastructure at Several Google's new sites in Hyderabad, India.

**Description**:

- Overseeing the shipment, configuration, and deployment of a wide range of IT hardware for multiple teams within specified deadlines.
- Successfully established the IT infrastructure for the new sites, ensuring a smooth transition and efficient operations.

**Tasks and Responsibilities:**

- Hardware Procurement: Managed the collection and receipt of a diverse range of hardware, including Chromebooks, Chromeboxes, Windows laptops, Linux laptops, and computer accessories, which were procured by Google.
- Inventory Management: Updated the configuration details of the received hardware into the inventory management tool (ServiceNow), ensuring accurate and up-to-date records.
- IT Inventory Room Setup: Designed, arranged, and maintained the IT hardware within the IT inventory room, following clean room policies and clear desk policies for organized and secure storage.
- Hardware Deployment: Deployed hardware to various teams within the new site based on their specific requests and requirements, adhering to designated deadlines and ensuring seamless operations.

**IKS Health New Site Infrastructure Setup April 2015 to July 2015**

To establish the IT infrastructure and support continued production during the setup of IKS Health's new site.

**Description**:

- Designing and implementing the hub room, blade server deployment, and incubation center setup to ensure seamless operations during the infrastructure development phase.
- Successfully established a robust IT infrastructure and an incubation center for uninterrupted production at the new site.

**Tasks and Responsibilities:**

- Hub Room Setup: Designed and configured the hub room, including network cabling and L2 switch configuration, involving tasks such as VLAN creation to optimize network performance.
- Hardware Procurement: Managed the collection and receipt of a diverse range of hardware, including Thin Clients, Windows Desktops and computer accessories, which were procured by Google.
- Inventory Management: Updated the configuration details of the received hardware into the inventory management tool (Excel), ensuring accurate and up-to-date records.

- IT Inventory Room Setup: Designed, arranged, and maintained the IT hardware within the IT inventory room, following clean room policies and clear desk policies for organized and secure storage.
- Hardware Deployment: Deployed hardware to various teams within the new site based on their specific requests and requirements, adhering to designated deadlines and ensuring seamless operations.
- Client Project Support: Participated in the First Day of Business (FDOB) of client projects to ensure a smooth transition and collaboration between the IT department and project teams
- Blade Server Deployment: Installed and configured blade servers, along with creating a file server using Hyper-V in Windows Server 2012, ensuring efficient data storage and retrieval.
- Incubation Center: Established an incubation center within the new site to facilitate uninterrupted production while the site's IT infrastructure was under development, thus minimizing downtime.

**CERTIFICATIONS**:

- ITIL Foundation Certificate in IT Service Management (GR750416082SV) - May 2018
- Completed Google IT Support Professional Certificate course from Coursera -2022

**EDUCATION**:

- Pursing Advanced Certification in DevOps & Cloud Computing from CCE, IIT Madras Digital Skills Academy in association with Intellipaat Software Solutions Pvt. Ltd – 2024(Online\Part-time)
- Diploma in Computer Hardware and Networking from Jetking Institute, Hyderabad – 2012
- B-Tech in Information Technology from Raja Mahendra College of Engineering, Ibrahimpatnam - 2011
- Intermediate (+2) from Board of Intermediate, Hyderabad - 2007.
- SSC (10th) Board of Secondary Education, Hyderabad - 2005

**PERSONAL DETAILS**

- Full Name: Viggi Raghu Venkata Shiva Satish Chandra.
- Date of Birth: 17 January 1990.
- Address: 2-3-603/49/82/1, New Patel Nagar, Amberpet, Hyderabad-500013.
- Marital Status: Married.
- Languages: English, Hindi, Telugu.
- LinkedIn: https://www.linkedin.com/in/satish-chandra-vrvs/
- Personal Website or Portfolio: https://satishchandravrvs.github.io/

**INTERESTS AND HOBBIES**

- Tech Enthusiast: Participant in Tech meetups, Online Communities, and Passionate about DevOps tools.
- Pro Wrestling Fan: Enjoy watching professional wrestling events and following the sport.
- Culinary Explorer: Love experimenting with cooking and trying out new recipes.
- Music Aficionado: Enjoy listening to various genres of music for relaxation and inspiration.
- Voice-Over Hobbyist: Pursuing voice-over skills with a focus on lending voices to animated characters.

Declaration by Satish Chandra

I do hereby declare that the above-mentioned information is true to the best of my knowledge