

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.

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 administering 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.

CERTIFICATIONS:

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

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
- **Consistent Excellence:** Received the Best Employee Award at Knoah Solutions 4 times, a testament to my outstanding performance and dedication to the organization.

EXPERIENCE

Working as an IT Support Engineer at **Applause App Quality India Pvt. Ltd**, Hyderabad from September 2022 to till Date

Responsibilities:

- Monitor and prioritize incoming tickets and requests in the ServiceNow ticketing system.
- Collaborate with my team to escalate and resolve complex issues.
- Document all interactions and resolutions within the ServiceNow system.
- Continuously improving the knowledge base and self-help resources in ServiceNow.
- Maintain an up-to-date inventory of all company hardware assets, including computers, mobile devices, and peripheral and track their lifecycle including maintenance and retirement.
- Manage hardware disposal and recycling processes in an environmentally responsible manner.
- Collaborate with departments to understand their hardware and software needs.
- Research and source vendors for hardware and software purchases.
- Negotiate contracts and pricing with suppliers to ensure cost-effective procurement.
- Coordinate the provisioning of hardware and software for new employees.
- Schedule and conduct orientation sessions to introduce new hires to company IT policies and procedures.
- Provide IT support and assistance during the initial setup for new employees.
- Liaise with HR and department managers to ensure a smooth onboarding experience.
- Assist remote employees with technical issues, including software installation, troubleshooting, and connectivity problems.
- Use remote desktop tools to access and troubleshoot remote computers.
- Provide guidance on secure remote work practices and cybersecurity measures.
- Document and resolve remote support requests efficiently.

Worked as a Desktop Support Specialist III at **Astreya Partners Inc.**, Hyderabad from *June 2017 to April 2022*

Responsibilities:

- Coordinated with supplier for equipment deliveries to user's remote location during Pandemic Worked with Suppliers to raise Purchase Orders and ship hardware for individual users as per their request Worked along with teams of US, Singapore, Australia and Manila to minimize the pressure of high volume of tickets and defined canned responses for similar incidents
- Hosted weekly Huddle meets to discuss latest issues in supply of hardware and stock availability
- Worked with the SDM to gather all information required to support any sourcing activities the project requires
- Collaborate with existing vendors to evaluate the new technology that is available and make recommendations to management on using that technology
- IT inventory (workstations, monitors) using ServiceNow
- Worked on G-Suite related issues with effective troubleshooting
- Mentored newly hired colleagues on common tasks and policies
- Worked with Service providers and On-site engineers to get products with warranty repaired
- Supported users on all issues related to internal custom built application tools
- Troubleshooting Windows, Apple OS and Linux OS built workstations
- Built and maintained relationships with counterparts on other sites such as TelOps, Techstop,
- Worked on new hire IT related orientation and configuration of Security keys
- Inspecting Podiums and Conference rooms for better AV outputs before every usage
- Tested various releases of application tools, became familiar with current issues and ability to identify various bugs
- Development of processes and KBs for common issue resolution

Worked as IT Helpdesk Engineer at **IKS Health Pvt. Ltd**, Hyderabad from April 2015 to June 2017

Responsibilities:

- Demonstrated dynamic communication in establishing and cultivating key alliances with organizations, associations, vendors, and consultants, with a proven record of accomplishment for delivering negligible downtime and successfully negotiating critical contracts
- Proactively supported IT Helpdesk Operations group performance enhancements through strategic reorganization, and the development and implementation of improved human resource allocation practices and operational processes
- Member of the final technical escalation team for IT Helpdesk Team
- IT Asset management using ManageEngine tool
- Trained the new joiners about the systems & process tools used in the organization
- Responsible for resolving issues that affect any customer's web sites functionality
- Handled the various responsibilities in the absence of the Manager of Helpdesk team
- Worked as a technical lead for the company's Data Backup task
- Co-ordinated with WFM in planning system placements and system movements
- Participated in configuration of UTM appliance(Cyberoam), Core switch, ASA and L2 switches
- Creating users in AD, Exchange 2010 and Mdaemon email servers for new hires
- Share folder creations in file Server and their Backups and Restorations
- Participated in ISO Audit, and Microsoft Audit
- Installed and configured HPDM to deploy 400 thin-clients overnight
- Initiated and configured Peoples Link Software for Video Conference with Clients

Worked as a IT Service Desk Support Engineer at **Knoah Solutions Pvt. Ltd, Hyderabad**, from June 2012 to March 2015

Responsibilities:

- Triage incoming IT tickets and requests, assigning them to the appropriate IT engineers based on expertise.
- Act as the first point of contact within the IT team for any user issues or requests, providing initial troubleshooting and support.
- Monitor the progress of open tickets to ensure timely resolution and escalate high-priority issues as needed.
- Maintain records of inventory, SLA (Service Level Agreement) compliance, and ticket metrics for reporting and analysis.
- Collaborate with other IT teams to optimize ticket routing processes and improve service efficiency.
- Create and manage user accounts in Active Directory, ensuring accuracy and security.
- Delete user accounts and associated permissions when employees leave the organization.
- Provide user access to shared folders on the file server and revoke access when necessary.
- Collaborate with my team to ensure proper access controls and security policies are enforced.
- Create and maintain share folders on the file server, organizing and securing data as needed.
- Monitor and manage file server performance and storage capacity.
- Collaborate with my team to ensure data backup and disaster recovery processes are in place.
- Continuously monitor network performance and identify and resolve issues proactively.
- Implement network monitoring tools and alerting systems to ensure network stability.
- Collaborate with network engineers to optimize network configurations and capacity planning.
- Respond to network-related incidents and escalate as needed
- Provide remote technical support to US-based employees, resolving issues and requests.
- Conduct remote troubleshooting, software installations, and configurations.
- Collaborate with on-site IT teams and escalate complex issues when necessary.
- Ensure timely and effective communication with remote employees.

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)
- 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