

Satish Chandra V R V S

satishchandra.vrvs@gmail.com, +91 8297230002, Hyderabad, IN.

OBJECTIVE:

Experienced IT Service Management Professional with over 12 years of expertise in IT operations, Incident Management, and Service Catalog implementation using ITIL best practices. Proven leader skilled in designing and maintaining IT infrastructures, managing cross-functional teams, and driving continuous improvement. Adept at troubleshooting, optimizing performance, and ensuring smooth operations of systems and networks. Strong communicator with a passion for technology and problem-solving, ready to contribute to organizational success and innovation.

SKILLS:

- | | | |
|-----------------------------|---------------------|---------------------|
| ▪ ITIL | M365 Administration | Incident Management |
| ▪ Ticketing Tools | IT Operations | Data Backup |
| ▪ Infrastructure Monitoring | Active Directory | Technical Support |

EXPERIENCE:

IT Support Engineer at Applause App Quality India Pvt. Ltd, Hyderabad - *September 2022 to October-2024*

Responsibilities:

- Assisting with troubleshooting of computer hardware and software
- Fulfilling support requests from a wide variety of issues
- Worked on IT Incidents\Requests in ServiceNow ticketing tool.
- Deployment of Windows 10 and Mac OS X corporate users
- On-Boarding of new users, including account provisioning and training
- Working closely with the other IT team staff to effectively communicate issues and recommendations
- Troubleshooting network, printer, and various Infrastructure based issues.
- Experience with using Active Directory or Azure AD to create, reset pwds,
- Understanding of Active Directory security groups.
- Working on Imaging Windows machines using MECM/SCCM

Desktop Support Specialist III at Astreya Partners Inc., Hyderabad - *June 2017 to April 2022*

Responsibilities:

- Played a major role in DropShip team during Pandemic Worked with Suppliers to raise Purchase Orders
- Worked along with teams of US, Singapore, Australia and Manila to minimize high ticket and defined canned responses for similar incidents
- Worked on G-Suite related issues with effective troubleshooting
- Worked on IT Incidents\Requests in ServiceNow ticketing tool.
- Mentoring newly hired colleagues on common tasks and policies
- Worked with Service providers and onsite engineers to get products with warranty repaired
- Worked on new hire IT related orientation and configuration of Security keys
- Inspecting Podiums and Conference rooms for better AV outputs before every usage
- Supporting users on all issues related to internal custom built application tools
- Reimaging and deploying workstations for pre-existing and new users
- Tested various releases of application tools, became familiar with current issues and identify various bugs.
- Filing Bugs for known issues and feature request in Buganizer for internal developed Applications
- Development of processes and KBs for common issue resolution

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

Responsibilities:

- Proactively supported IT Helpdesk Operations performance through strategic reorganization, and the development and implementation of improved human resource allocation practices and operational processes.
- Provided 24x7 support for end users, addressing IT incidents, user access issues, and troubleshooting system failures in a timely manner.
- Worked on IT Incidents\Requests and maintained track of records in OTRS ticketing tool.
- Worked on IT inventory Management.
- Trained the new joiners about the systems & process tools used in the organization.
- Co-ordinated with WFM in planning system placements and system movements
- Collaborated on patching and security remediation, ensuring that all systems were secure and compliant with best practices.
- Participated in configuration of IT Infrastructure deployment of a New site
- 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

IT Service Desk Support Engineer at Knoah Solutions Pvt. Ltd, Hyderabad, - June 2012 to March 2015

Responsibilities:

- Understanding the issue/request and triaging them to the right engineer for the quick resolution
- Provisioning and De-provisioning of users in Active directory and hMail server and Internal Movements
- Creating share folders in file server and providing\revoking access
- Responding on time to the end user issue/request through an email and phone calls
- Working on the password resets of AD, email and internal tools with meeting SLAs
- Maintaining the Daily and weekly and Monthly Reports of IT.
- Monitoring the Network and their Bandwidth and Alerting by raising Dockets with ISPs
- Maintaining the records of Bandwidth Utilization and Downtime.
- Worked on new systems Deployments.
- Maintained the Dashboard of all IT related Incidents and Requests.
- Provided Remote Support to US employees L1 issues via Phone, IMs and remote tools.
- Maintained and updated the IT Inventory records.

EDUCATION:

- Diploma in Computer Hardware and Networking from Jetking Institute, Hyderabad.
- B-Tech in Information Technology from Raja Mahendra College of Engineering, Ibrahimpatnam.

CERTIFICATIONS:

- Google IT Support Professional Certificate from Coursera
- ITIL Foundation Certificate in IT Service Management

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.
- Temporary Address: H. No: 3-690/1, Swarnagiri Colony, Chowdariguda, Ghatkesar- 500088
- Permanent Address: H. No: 2-3-603/49/82/1, New Patel Nagar, Amberpet, Hyderabad -500013.
- LinkedIn: <https://www.linkedin.com/in/satish-chandra-vrvs/>

Declaration by Satish Chandra

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