**CURRICULUM VITAE**

|  |  |
| --- | --- |
|  | **Richards J.A** No.4, Lakshmu nilaya, 15th main, 16th Cross  J.C Nagar, Kurubarahalli Bangalore District – 560086, Karnataka.  Mob :+91 9986853363  Email**-** [**jarichi@rediffmail.com**](mailto:jarichi@rediffmail.com) |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Objective**  **Work Experience**  **Designation**  **Work Summary**    **Academic Profile**      **Skill Set**          **Certifications**      **Work Experience**  **Personal Details**  **Summary** | To obtain a position that will enable me to use my strong organizational skills and be part of a team that excels in work towards the growth of the organization which gives me personal and professional satisfaction thereof.   |  |  |  | | --- | --- | --- | | **Organization** | **Designation** | **Duration** | | Frontier Business Systems Pvt Ltd. | Senior Technical Engineer | Jan 2008 – Till date | | Turning Point Software Solutions (www.tpgsi.com) | Member Technical Support Engineer | May 2006 – March 2007 |   L3 Customer Support Senior Engineer (Personnel Computing Division –Frontier) as L3 Engineer involved in Solution for customer on IBM and Microsoft platforms.  .   * Experience in installing configuring and troubleshooting tests and maintain LAN/WAN and equipment related service. * Experience in Test identifying, diagnosing network related issues. * Experience in Daily maintenance and problem resolution, operating system patches and software. * Experience in Upgrades, and routine hardware configuration.. * Obtain and maintain required certifications for partnership with key vendors. * Experience in Windows systems, business applications, anti-virus protection, email, and authentication administration. * Experience in handling Ms-Outlook. * Good understanding on the Ms Office product, customer handling skills. * Experience in Number Portability process with different service providers. * Experience in preparing the process document for different projects. * Applying group and local security policies. * Experience in maintaining the Knowledgebase for different projects. * Versatile team player with good communication and Problem solving skills. * Microsoft Windows Server2003/2008/2008R2/2012/2012R2. * Assembling Upgrading and troubleshooting Servers hardware related issue. * Configuring and troubleshooting RAID. * Installing Servers, blade Servers. * Knowledge about Active Directory. * Server monitoring Performance and Health check-up, * SCOM. * Server performance reports to be shared weekly/monthly on memory utilization, Disk I/O, CPU Utilization, Network Utilization. * Coordinate and follow up with the vendors for escalated incidents and problems. * Liaison with OEM service providers for warranty hardware and OS support where ever applicable. * Re-installation in the event of system crash/failures. * Implementation and maintenance of standard operating procedures for maintenance of the infrastructure based on the KSDC policies. * Management of the user names, roles and passwords of all the relevant subsystems, including, but not limited to servers, applications, devices, etc  .  |  |  |  |  | | --- | --- | --- | --- | | **Course** | **Aggregate %** | **Board/University** | **Year of Passing** | | Diploma in Computer Science | 65% | Karnataka Technical Education | 2003 | | SSLC | 60% | Karnataka Higher Secondary School, Karnataka | 1999 |  |  |  | | --- | --- | | **Operating Systems** | Windows 2000 Professional, XP, Win7, Linux, Windows Server2003/2008/2008R2/2012/2012R2 |  * IBM ThinkPad * Lenovo (RFSW1200), Lenovo (RFSW1185) * Lenovo Notebook System (RTD08),Lenovo Desktop System(RDD08) Lenovo Tablet System (RTT08) * Lenovo and Windows 8 (SISW123-R1) * Lenovo Think Server TD340 (PTVW107-R1) * IBM Servers T3 Certified Technical. * Certified in IBM Blade Centre. * Implementing HP Blade System Solutions (HP0-S35) * Microsoft Certified – Windows Server 2003   **Employer**           : Turning Point Software Solutions  **Project :** EnhanceService Request (ESR)  **Technology Platform** : Telecom (Local Number Portability)  **Client** : NeuStar Inc, USA.  **Team Size** : 30  **Role**                  : Member Technical Support  **Duration**                   : Jan 2006 – April 2007. (1 Year 3 Months)  **Description:**  The ESR Order Management Solution encompasses an end-to-end clearing house service offering that can wholly or in part, be managed by NeuStar on behalf of any ESP Trading Partner. These set of services may include (but are not limited to): Pre-Order Check, LSR Order, Number Porting (SOA), and CARE. The Pre-Order process takes the saved ESR request and initiates the Pre-Order Check by collecting CSR/AV information from the Losing LEC. The LSR Order process takes the ESR request and Pre-Order information and uses that to submit an LSR to the Losing LEC. The process completes when an LSR SOC notification (or FOC Accept for supplements to cancel an order) has been received or it was identified that the number could not be ported out.  **Roles and Responsibilities:**   * Processing the Service Request and follow up with it. * Training new members and giving Knowledge transfer. * Created process document for new members. * Worked as a mentor for nearly 3 months. * Contacting customer and giving clarifications via E-mail.   Father's Name : Mr. Anthony James  Father’s Occupation : Retired KPTCL J.E  Mother’s Name : Mrs. A.S Lucy  Mother’s Occupation : Housewife  Date of Birth : 30.08.1983  Sex : Male  Marital Status : Married  Mother tongue : Kannada  Nationality : Indian  Languages : English,Hindi,Urdu,Telugu &Tamil  Hobbies : Football, Table Tennis & Cricket, Listening Music  Bike Riding  Current Location : Bangalore  Preferred Location : Bangalore  A self-initiating, well disciplined, and dedicated with good leadership capabilities, who is always willing to learn new things. A person who believes in teamwork and always strives to achieve greater heights in life.  I do hereby confirm that the information furnished above is true to the best of my knowledge and belief.  Yours faithfully,  (J.A RICHARDS) |
|  |  |
|  |  |