

Sudheendra S. Naragund

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**Career Summary**

* Around 7 Years overall experience in System Admin, Network Operation, Tech. Support and Management profile.
* Team Player for Technical Troubleshooting and Planning
* Result Orientated Problem Solving and Quick Learner under the New Environments
* Ability to Perform under High Work Pressure Environment.

**Key Skills**

Network Operation, System Administration, Technical Support and Management Profile

# Work Experience:

Company Profile 1: **Oracle India Pvt Ltd., Mar 2012 to Till Date**

**Designation: Support Analyst Tier-2**

**Responsibilities at Oracle India Pvt Ltd:**

As a Support Analyst, duties included:

* Function as the second level of escalation for agents on the floor for all technical & process delivery.
* Resolution of tickets relating to end user computing equipment (desktops, laptops, network devices & environment, office applications, printers etc).
* Resolve incidents within prescribed time limits, to the extent possible; otherwise, escalate to appropriate Level of the resolution groups.
* Triaging the tickets to different support groups based on category of the ticket.
* Following up on tickets and tracking them to closure.
* Providing sufficient and accurate information to users on the ticket status.
* Provide expert Level 2 floor assistance to Associates on enquiries on the features, functions and usage of computer hardware and supported software’s.
* Knowledge of environment documentation (such as network configuration and inventory of software to be supported).
* Provide end-to-end problem identification, recording, escalation, resolution and closure process.
* Develop and document Service desk administration procedures that meet recipient requirements and adhere to defined Service Desk policies.
* Work with operational and technical staff, as well as recipient, to identify solutions that minimize the need to call the Service Desk (such as additional end-user training, self-help opportunities and root cause analysis).
* As a Support analyst to handle the reported issue (via Phone, Web incident and Email), documenting, researching, and provide technical troubleshooting assistance to end users across all business units.
* Take ownership of all Customer interactions, establish appropriate expectation, and provide timely feedback to end users for escalated issues and educate them on response time on escalated issues
* Identify underlying problems liaise with respective Level 3/4 support and contribute for permanent resolution of the same. Record all instance in the CRMOD tool and adhere to internal process and policy to update the record.
* Adhere to internal Policies and Procedure while handling customer issues and service requests and get the resolution in adherence to agreed Service Level.
* Understand business needs and adapt to the new changes and dynamic environment and contribute actively to any project deployment of the OS team.

Company Profile 2: **EduSmart Services Pvt Ltd.,** **Aug 2011 to Feb 2012**

Edusmart Services Private limited was incorporated to provide the technical backbone on which schools could switch to a revolutionary method of teaching. Especially to create a multi sensory learning environment, that helps the students to gain a better understanding and retention of various topics.

* **Designation: Asst. Manager – Operations**

**Responsibilities at EduSmart Services Pvt Ltd:**

As a Asst. Manager, duties included:

* Assisted the operation manager in planning, directing and coordinating the daily activities of the organization.
* Performed other essential tasks as required.
* Handled the tasks of conducting training sessions to promotional staff on the product and service of the company.
* Assigned the responsibilities of evaluating employees' performance as well as suggested ways to increase productivity.
* Performed the tasks of writing minutes of meetings and forwarding phone calls to the operation manager.
* Supervised and monitored the store to ensure high quality service to the customer.
* Handling Vendor management to ensure day to day smooth operations.
* Responsible for sharing daily reports to stake holders.
* Monitored vendors and service providers to ensure SLA is met.
* Responsible for overall performance, recruitment, training and vendor bills.
* Planning, organizing and supervising IT related activities within the organization.
* Reviews all "on-hold" problems and known errors.
* Reviews progress and results with client and (senior) management.
* An assistant project manager is responsible for keeping his team updated with the changes in the organization through effective communication, presentations etc. This helps in transparency and also helps in building the morale of the team.

Company Profile 3**:** **Raffles Solutions Pvt Ltd., Aug 2010 to May 2011**

Raffles Solutions is the consulting and enterprise solutions arm of the Thakral Group, providing value-added services in diverse technologies to an International customer base.

* **Designation: NOC Engineer**
* **Client Location: JPMorgan Chase & Co, Bangalore**

**Responsibilities at Raffles Solutions Pvt Ltd:**

As a NOC Engineer, duties included:

* Working on IBM Tivoli Management, Peregrine, SQL Netcool Search, TAMS and SAS, GNS etc.
* Performing infrastructure monitoring and daily checks.
* 1st Level Support also processes Service Requests and keeps users informed about their Incidents' status at agreed intervals.
* Delivers a central point of real-time service management for business applications, network devices, Internet protocols and security devices.
* Utilizes customizable lightweight agents to collect business and technology events from more than 10,000 sources in real time.
* For Network related alerts, monitor the bandwidth utilization.
* 1st level of Incident management troubleshooting for every alert if it’s mentioned in HT.
* Attend the incoming calls from the users. ( International Call taking)
* Proactively communicating via phone and/or Email, follow-up with global (EMEA, AP and NA) customers and resolve incidents.
* Recording the incident Classification & prioritizing the incidents providing initial support.
* Routing requests to the appropriate resolver groups when incidents are not resolved during initial support.
* Monitoring the status and documenting the progress towards resolution of all open incidents.
* Supporting and troubleshooting the problems of LAN/WAN, Routing, Cisco hardware devices and vendor co-ordination.
* Monitoring and troubleshooting the problems of network equipments like Cisco Switches, Cisco/Juniper routers, Cisco/Symbol Wireless access points, controllers, co-ordination for hardware replacements with specific vendors.
* Handling enterprise outages effectively and driving towards the resolution.
* Co-ordination of fault escalations in conjunction with the 1st level engineers providing high-level technical management of high priority or technically complex calls.
* Sending maintenance & outage notifications to the concerned team within specific time.
* First level Scope verification and troubleshooting activities.
* Routing tickets to appropriate Level 2 track.
* Basic understanding of Infrastructure Management Services.
* Working knowledge of Monitoring / Ticketing tools.

Company Profile 4: **Hughes Communication India Ltd Mar 2008 to July 2010**

Hughes is the premier training and education service by ‘Hughes Communication India Ltd.’ using a blend of broadband satellite technology and interactive learning technologies.

* **Designation: Studio Engineer (Network Operation)**

**Responsibilities at Hughes Communication India Ltd:**

As a Studio Engineer, duties included:

* Configuration and Maintenance of DHCP, DNS Server.
* Monitoring and maintaining IIS Server.
* VSAT Monitoring factor like Power, LAN, Rx,Tx.
* Coordination for VSAT related problem with KU-HUB and XC-HUB Team.
* Coordination with Managed Network Services (MNS) Team for our backbone link.
* Single Point of Contact for any Problems of VSAT and Application with respect to the
* Studio center across the country.
* Data Backup, Fine Tuning of Servers From Time to Time.
* Regular Patches for Smooth Functioning of MEDIA Encoder Server.
* Data Backup and Transfer on Network using FTP Service.
* Updating Antivirus of all the Servers and Remote Clients in schedule timeframe.
* Asset Management / New product Testing and Implementation.
* Handling AOL (Assessment Online Line Quiz System) for professional Executives

under HUGHES platform.

* Team collaboration and coordination’s with clients to achieve high satisfaction.
* Installing and configuring Studio software, Attendance tracking software, Spotlight-48,
* HughesNet session recorder, VNC software, IDM, RAdmin, NetMeeting etc.
* Vendor Co-ordination for New Studio procurements.
* Maintaining & troubleshooting of web-based e-learning real time multi point Software

to ensure smooth reception of voice, video and data.

* Documentation and Report Creation for different Activities.
* Working with Report Management system.

Company Profile 5**:** **JPS Communications, Bangalore Sep 2006 to Feb 2008**

* **Designation: System Engineer**

**Responsibilities at JPS Communications:**

As a System Engineer, duties included:

* Maintenance of network connectivity issues with the remote and the local sides.
* Desktop support for the MS office, MS outlook 2000/2003 issues and software applications.
* Assembling of PC’s, Routine trouble shooting, Servicing & Maintenance onsite.
* Antivirus Pattern file update and security patches updates.
* Installing, Configuring & Administering Microsoft Windows XP/2000/2003/Windows 7, Systems.
* Troubleshooting Daily problem of the users.
* Installing and configuring new hardware/software according to the user requirements & company policy.
* Configuring, Maintaining and Troubleshooting Network printers.
* Managing, Maintaining & troubleshooting various types of Network Devices in LAN’S.
* Install & Configure application as per Organization Standards Updating all the Desktops with latest hot fixes and antivirus patches Installation of windows 2000/2003.
* Troubleshooting any reported problems & Answering technical queries & Call logs Report Updating.

###### Academic Qualification:

###### Pursuing 2nd Year MBA (Systems) in Periyar University (Correspondence Course) expected to completed November 2013.

* **BCA,** Annamalai University, 2009.
* **Diploma in Electronics & Communication Engineering,** Board of Technical Education Karnataka in the year of 2006.

**Certification:**

* Cisco Certified Network Associate (CCNA)
* Microsoft Certified Professional (MCP)
* ITIL V3 Foundation (Undergone Training)

**Personal Profile:**

**Father’s Name :** Shri.Suresh G Naragund.

**Date of Birth :** 15 Dec 1983.

**Marital Status :** Single

**Nationality :** Indian

**Languages Known :** Kannada, English, Hindi & Marathi.

I hereby declare that all the furnished above details are true to the best of my knowledge.

**Place**: Bengaluru Yours Faithfully,

**Date:**

**Sudheendra S Naragund**