

Srikant Chittapurath

Senior Associate Analyst

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Overview

Senior Associate Analyst for Tech Mahindra. Assigned with ITIL services support for Client Carestream Dental with 4 years experience into IT support with good communication and technical skills. I'm looking for a career which is challenging and a reward.

Experience

Tech Mahindra Limited / Senior Associate Analyst

Feb 2018 - PRESENT, Chennai

- Working as Senior Associate Analyst for Carestream Dental IT environment
- Maintain the **IT services** of client a per ITIL Standards
- Provide support with SAP Applications
- Basic Level support for Siebel Applications
- Handling Incident and service request raised by client
- Working with remote resources and maintaining the resource in the environment
- Office 365 preliminary support

NEXO Footwear Pvt. Ltd. / Business Development Executive

June 2017 - Dec 2017, Kozhikode

- Contributed to building dealership in areas of southern Kerala.
- Lead a team for "Incubator Dealer" which were given special care to help grow with the business.
- Managing orders for updated product as per request from the clients.
- Part of the committee managing the seasonal offer prices.
- Handling collection as per the term agreement.

CSS Corp Pvt. Ltd. / Senior Support Engineer

Feb 2016 - May 2017, Chennai

- Working as a Senior Support Engineer for Cisco WebEx.
- Roles to provide Technical Assistance of the Enterprise clients of Cisco using WebEx meeting service
- Handling WebEx site configuration for companies who have contract with Cisco
- Dealing with issues which the end user report with any trouble they have with devices in which the meeting is running.
- Worked to improvise the user experience with the Cisco Telepresence Devices.
- Responsible for testing the applications and isolating the technical cause of the issues.

HCL Technologies / Junior Engineer - Product Support

July 2014 - Jan 2016, Chennai

- Technical Support Officer for British Telecom process
- Responsible for handling British Clients with Technical Difficulty with the service provided from British Telecom.
- Have been **Star Employee (Top 20 among 600)** in the company and achieved the award for all 4 quarters while working in production.
- Responsible for handling the tools with the Tactical Management Crew (TMC) for troubleshooting the issue brought forward by the end user.
- Well trained in team management and support.

Education

CMS College of Science & Commerce / Bachelor in Computer Applications

2011 - 2014, Coimbatore

- Bharathiar University

Kendriya Vidyalaya No.1, Calicut / Higher Secondary School

2011, Kozhikode

- CBSE

Certifications

CCNA - Cisco Certified Network Administrator

MCSE - Microsoft Certified Solution Expert

Declaration

I hereby declare that the particulars furnished above are true and correct to the best of my knowledge and belief.

SRIKANT CHITTAPURATH