

Bhola Nath Mishra

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Seeking IT Engineer/Technical Service Desk Engineer/Field Support/Team Lead/Supervisor Position in Airport/Aviation IT Infrastructure

Technical Expertise in Airport/Aviation IT Operations & Applications

Overview

Service Desk Support

ITIL & SLA Adherence

Vendor Coordination

Microsoft Applications

Airport Applications

Incident Management

Problem Management

Team Management

- ✓ **Master of Business Administration (IT), ITIL and Microsoft certified IT Professional with 14+ years of rich experience in Technical Support, Airport IT Operations and Service Desk Management. Skilled problem solver able to communicate with users at all levels of technical proficiency. Troubleshoot, resolve and document user help requests for desktop, laptop, network and peripheral problems.**
- ✓ A confident and reliable Technical IT/Service Desk Engineer having more than 9 years' experience in Airport IT operations and troubleshooting of various Airport systems like: CUTE/CUPPS, CUSS, AODB, GMS, EVIDS & Internet Kiosk and other Desktop equipment's with support issues.
- ✓ Expertise in generating various reports like Daily, Weekly, Monthly, Monthly and Critical Incident reports.
- ✓ Ability to multi-task under pressure.
- ✓ Flexibility of working well as part of a team and independently.
- ✓ Expertise to configure and maintain the computer-based information systems.

Professional Experience

SITA – Abu Dhabi International Airport, Abu Dhabi, UAE

IT Service Desk Analyst / Services Operations

Oct 2017– Present

Responsibility Areas:

- ✓ Provide Service Operations support to internal and external customers in accordance with the terms of the customer contract and Service Level Agreements (SLAs).
- ✓ Ensure the correct functioning and maintenance of all internal and external systems and products serviced by Service Operations.
- ✓ Carry out incident and problem management support to the highest standards and co-ordinate the resolution with the appropriate resolver groups.
- ✓ Ensure shortest restoral times possible, initiating the timely escalations to specialized resolver groups inside and outside SITA, according to the customer contracts, SLAs and monitoring requirements.
- ✓ Manage the replacement of faulty equipment using spares and ensuring the timely replenishment the spare according to prescribed availability and sparing policy.
- ✓ Proactively detect problems related to service and infrastructure operations and delivery services, conduct diagnostics and provide service request ownership to ensure resolution of customer problems.
- ✓ Use the appropriate tools and equipment to perform the installation, intervention, and repairs in accordance with Service Operations and Delivery guidelines and instructions where provided.
- ✓ Carry out preventive and proactive maintenance of equipment and monitoring of systems and services in accordance with agreed schedules and customer expectations.
- ✓ Adhere to installation guidelines and industry best practices in order to deliver quality service and infrastructure operations.
- ✓ Coordination with vendor for the repairs for faulty Airport special devices like HHT Handheld Scanners.
- ✓ Communicating with AUH Airport Authority, Airlines & Facility Management for solutions.
- ✓ Coordination with remote team to make resolve the following airport special services and systems.

- FIDS - Flight Information Display System
- TDAS - Travel Document Authorization System
- CUPPS - Common Use Passenger Processing Systems
- SBG - Self Boarding Gates
- WTK - World Tracer Kiosks
- CUSS - Common Use Self Service Kiosk
- GSL KIOSK - US-CBP Immigration Kiosk
- BRS - Baggage Reconciliation System.

ARINC – (Nov 2010 – Oct 2017)

Senior Technical Service Desk Analyst (IGI Airport Terminal-3, New Delhi, India)

April 2015 – Oct 2017

Responsibility Areas:

- ✓ First Level Troubleshooting.
- ✓ ITIL based Service Desk Management.
- ✓ Preparing Daily, Weekly & Monthly reports / Critical Incident Analysis.
- ✓ Coordination with different vendors and Management escalations follow up.
- ✓ Change request management.
- ✓ Preventive Maintenance follow up with engineers and tracking the status.
- ✓ Coordination with local site engineers with NOC in USA and Thailand.
- ✓ CUPPS and CUSS support for all Airlines at Terminal 1D and T3.
- ✓ Providing site support for ACARS (Aircraft Communications Addressing and Reporting System) to domestic Airlines for seven airport location in India.
- ✓ Ensuring that the goals of the Incident Management processes are achieved; restoring normal service as soon as possible based on customer perspective and within defined SLA; detecting, logging, categorising and prioritising incidents; providing initial Incident Support.
- ✓ Closing incidents after verification from users; defining and planning separate procedures for major incidents; ensuring adherence to SLA and priority based management.
- ✓ Resolving problems & issues within set timelines thereby developing the Knowledge Base; ensuring that the issue does not happen again.
- ✓ Responsible for managing incidents using BMC Remedy (IBM tool), & ARINC ASIMS tool.
- ✓ Responsible for taking care of mails as well as Escalation calls.
- ✓ Responsible for the asset management and updating.
- ✓ Coordination with all the vendors for any kind of hardware and software problems.
- ✓ A high level of customer satisfaction through the technical support delivery.
- ✓ Proven experience in a customer facing or support environment.

Service Desk Supervisor (Hamad International Airport, Qatar)

April 2014– Feb 2015

Responsibility Areas:

- ✓ Furnished leadership to a team of individual contributors for designing and implementing customer experience tools, processes and programs.
- ✓ Served as customer SPOC and aligned the scheduling of intervention with customer's, internal resolver groups, and the service desk.
- ✓ Tracked the headcount, deliverables, schedules, and costs for multiple ongoing initiatives.
- ✓ Ensured that resources were appropriately allocated and that goals, objectives, timelines, & budgets were met in accordance with program & organizational roadmaps.
- ✓ Facilitated the replacement of faulty equipment through spares and ensured timely replenishment.
- ✓ Resolved the problems related to service & infrastructure operations and delivery services, conducted diagnostics and provided service request ownership.
- ✓ Interfaced with clients, other IT support groups and 3rd party providers, when necessary.
- ✓ Performed preventive & proactive maintenance of equipment and monitoring of systems & services.
- ✓ Executed change management, configurations, design and implementation of the supported product & systems.
- ✓ Guided the local suppliers in the provision of services for the ARINC Service Operations Centres.
- ✓ Rendered onsite support to users during the cutover of the services.
- ✓ Explored and documented lessons learnt, known errors & operational knowledge for improved services.
- ✓ Managing Service Desk Engineers.
- ✓ Ticket assignment in HP Service Manager Tool and follow up till ticket closer with different support teams for Special Airport systems like: CUTE/ CUSS / EVIDS / Internet Kiosks / AODB & GMS.
- ✓ Preparing Daily, Weekly & Monthly reports / Critical Incident Analysis.
- ✓ Generating report for management on trouble tickets, systems availability etc.

- ✓ Planning and executing preventive maintenance.
- ✓ Escalation and coordination with vendors.
- ✓ Support on all type of printers (ATB, BTP, DCP, Laser Jet, etc.).

Service Desk Analyst (IGI Airport Terminal-3, New Delhi, India)

Nov 2010– April 2014

Responsibility Areas:

- ✓ First Level Troubleshooting.
- ✓ CUPPS and CUSS support for all Airlines at Terminal 1D and T3.
- ✓ ITIL based help desk management.
- ✓ Preparing Daily, Weekly & Monthly reports / Critical Incident Analysis.
- ✓ Coordination with different vendors and Management escalations follow up.
- ✓ Call logging and tracking in two different tools.
- ✓ Providing site support for ACARS (Aircraft Communications Addressing and Reporting System) to domestics Airlines for seven airport location in India.
- ✓ Making escalations reports and down time reports.

Indigo Airlines

Engineer – Helpdesk Management

Nov 2009 – Oct 2010

Responsibility Areas:

- ✓ Providing IT Facility Management services to Indigo Airlines.
- ✓ Providing End-to-End support to the Indigo Airlines employees, which include 22 Airport sites across India.
- ✓ To provide initial level of Hardware, Software and Network Related Solutions.
- ✓ Responsible for preparing analysis reports to maintain and achieve SLA.
- ✓ Daily Call, Weekly and Monthly MIS Reports & Outage reports (RCA, RFO & Various Reports).
- ✓ Call logging in different tools like WIPRO E-Helpline and HP Open View tool.
- ✓ Monitoring various links and Servers on different tools.
- ✓ Coordinating with NOC Team in case of any failure and sending escalation to concern IT.
- ✓ Follow ups for Folder permissions/ID creations/DL creations, with corresponding IT personnel and Users as well.

Gas Authority of India

Helpdesk Coordinator-ERP

Jul 2006 – Sep 2009

Responsibility Areas:

- ✓ Call logging in Unicenter Service Desk tool.
- ✓ Handling customers telephonic as well as through mail.
- ✓ Coordination with end user's and team members related to, SAP and ERP as per end user requirement.
- ✓ Follow Calls with different Modules and get them resolved by the team.
- ✓ Monitoring server and links through Unicenter tool and Solaris console.
- ✓ Creating daily user password change list.
- ✓ Supporting in-house users spread more than 80 locations of India related to ERP.
- ✓ Configuration and troubleshooting of MS Outlook 2003 using Exchange Server.
- ✓ Installing, configuring and troubleshooting different types of printer like LaserJet / Desk Jet.
- ✓ Closing the calls as per the SLA by coordinating with Vendors.
- ✓ Preparing daily call log reports, attendance report and server temp reports.
- ✓ Preparing weekly & Monthly MIS.

Mahanagar Telephone Nigam Ltd, Delhi

Technical Support Engineer

Jul 2005 – Jun 2006

Responsibility Areas:

- ✓ Provide technical support to the Internet/Broadband Customers in Delhi online as well as on mails.
- ✓ Follow up with the field engineers as well as with the customers to get there problem resolved.
- ✓ Coordination with Local exchange for the resolution of problems faced by the customers.
- ✓ Provide support to the customers for the creation of new mail ids and outlook Configuration.
- ✓ Responsibilities to check all the connections, link ISDN, PSTN, Broadband working properly and connectivity speed and preparing an hourly report.

Educational Qualification

- ✓ Master of Business Administration (IT)
- ✓ Graduate from Delhi University
- ✓ ITIL V3 Foundation Certified
- ✓ Microsoft Certified Professional
- ✓ Two years advance diploma In Software engineering (HDSE) from Aptech, Delhi
- ✓ Basic networking/Hardware/Software configuration

Personal Details

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|-----------------|---------------------------|
| Date of Birth | : 01st Jan 1982 |
| Languages known | : English, Hindi |
| Marital Status | : Married |
| Father's Name | : Sh. Harish Chand Mishra |
| Nationality | : Indian |
| Passport | : J4767600 |
| Visa Status | : UAE Work Permit |
| Present Address | : Abu Dhabi, UAE |

Declaration

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

Place:
Date:

Bhola Mishra
Yours Sincerely