Vijayaswamy .G

**E-mail:** [**vijayswamy20@gmail.com**](mailto:vijayswamy20@gmail.com) **Contact No. : +91-9902480232**

**OBJECTIVE:**

To work in a challenging environment so as to enhance my technical and professionall skills and to implement efficient and innovative working methods.

**WORK INFORMATION: from January, 2014 till Today (4.22 years)**

**27 Jan, 2014 Adecco: Help Desk Coordinator : 1.23 Years**

**15 June, 2015 Sellcraft softech Pvt Ltd: Technical Support Engineer: 1.63 Years**

**01 Feb 2017 Tata Consultancy Services: System** **Engineer : Till Today**

Currently associated with **Tata Consultancy Services** as **System** **Engineer** in **ITIS** :-

**Project Details** -

* From June 2015 till today :
* I was hired as L2 technician in EY for America’s project where-in I served as technician for 18th month (June 2015- December 2016)
* Post 18 months I was promoted as SME for Chat support where I provided floor support for 3 months. (December 2016- February 2017)
* I was also converted to EP on February 2017 as per my performance.
* I was awarded Best SME for –India Practice.
* SME role:
* Floor Support for technicians and handling supervisor calls.
* Handling VIP customers calls and escalation.
* Monitoring staff performance during a shift and addressing any short comings.
* Follow up with respective teams for recurring issues
* Generating Staffs Performance reports daily, weekly and monthly.
* Weekly calls with Level 2 and Level 3 team to discuss on the weekly improvement plan.
* Managing team metrics and SLA metrics for the team
* Conducting refresher training for the team to ensure zero knowledge gap
* **Quality audits**
* Part of the quality team for the audits to be performed for calls/chats etc
* Providing timely feedback's
* Analyzing the root cause of the failures and identifying the Bottom Quadrilles
* Training the bottom identifiers and the new joiners
* Screening new joiners through MSR ( Minimum Skill Requirement)
* Preparation and presenting of the weekly/monthly dashboard during the client connect.
* **L2 Roles & Responsibilities:**
* Working on Service Now ticketing tool.
* Handling escalated tickets/calls from L1.
* Creation and setup of mailboxes in Exchange Management Console (EMC).
* Creation of distribution lists in outlook.
* Creation of shared mailboxes.
* Taking backup of mailboxes, migration of mailboxes.
* Creation of AD accounts, deletion and updating the account.
* Also resets and unlock the AD accounts.
* Deals with, RSA Token, Symantec Encryption Server
* Works on the issue related to SCCM, lotus notes, Good App, IE, Outlook, MS Office, Lync etc.
* Also deals with the VPN related issues.
* Creation of incidents and service requests with the proper documentations.
* Tracing for the tickets to record the progress.
* Works on the citrix virtual desktop.
* Works on the Macros and Addins related issues.
* Handles with the network connectivity issues.
* Creating the Secure mail account and troubleshooting.
* Updates the incidents and service requests in regular basis keeping track of SLA.
* Constantly stay in touch with different teams in order to close the case in time and maintain SLA.
* Wired and wireless connectivity issues
* Creating, disabling and administering user accounts including password resets using AD
* Troubleshooting software’s like outlook, MS office and other basic necessary applications.
* Configuring Secure mail application in IPhone and IPad & Android.
* Troubleshooting login issues, profile issues, Network drive issues.
* Creating the KB documents for new issues after resolving the problem
* Manual installation of firm supported software and mapping of shared drive and firm network printers

**Qualification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **course** | **Year of passing** | **institute** | **percentage** |
| **BBM** | 2013 | Sahyadri arts and commerce College. shimoga | 60% |
| **Secondary Education** | | | |
| **PUC** | 2010 | National pu college. soraba | 52.83% |
| **10th STD** | 2008 | Govt high school. guduvi | 55.20% |

**AREA OF INTEREST:-**

* Playing Table Tennis
* Travelling

**STRENGTHS:**

* Dedication at work.
* Good team work.
* Leadership qualities.
* Quick adaption to any changes in carrier.

**Personal Profile:**

Name : vijayaswamy .G

Father’s Name : Gangadharaswamy

Gender : Male

Date of Birth : 19/02/1992

Nationality : Indian

Permanent Address : S/O Gangadharaswamy, soraba taluk

Gudavi, Gudavi, Shimoga

Karnataka, 577429

Present Address : NO07,ASHOK BLDG, 3RD FLR,

DODDANAGAMANGALA ,ELECTRONIC CITY,NEAR BANGALORE

KARNATAKA - INDIA – 560100

Declaration:

I hereby declare that the details furnished above are true to my knowledge

**Place:- Bangalore**

**(Vijayaswamy.G)**