**CHIRAG YADAV**

7011450905, chiragy48@yahoo.in



**PERSONAL**

BD10289_

Full name : ChiragYadav

Date of Birth :    23/March/1993

Nationality    :    Indian

Address : Village- Jauri kalan

Post- Pataudi, 122503

Dist.- Gurgaon, Haryana

**PROFILE SNAPSHOT**

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* A result oriented individual with **positive attitude** towards work, looking for a **challenging position** in a dynamic organisation.
* The **Career Objective** to be an **integral** part of the **company’s growth** and growing my technical and analytical skills in the process.
* A good communicator with the ability to relate with people across all hierarchical levels in the organization.

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**CAREER CONTOUR**

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FEB 2015-MAY 2016 -**Technical Support Executive**

**IBM India Pvt Ltd**

* Delivering product knowledge/Presentation to clients (individual & audience)
* Working on tools like Remedy Tickets, Kronos, SAP (Production), SAP (HR), Active Directories, Lotus Notes, Servicenow, Outlook.
* Hands on experience of Citrix, Autosys, Tectia and VDI.
* CKM Focal for the account.
* Troubleshoot issues on Server using remote tools.(Team viewer, IBM Remote Assistance)
* LAN/WAN related network issue.
* Have a hand sound knowledge of outlook office 365 troubleshooting as well as for LOTUS notes
* Feed Monitoring on different servers (UNIX, SQL).
* In-depth knowledge of the service now tool.
* Analyze client’s requirement and processes through document analysis, interviews and calls.
* Communicate client’s business requirements to the team by constructing easy to understand data and process models.
* Facilitate monthly meetings with the clients to document new requirements and explore new possibilities.
* Following the SLA metrics to provide top quality technical assistance.
* Effective coaching & feedback to entire span of service representative.
* Take new actions within & across teams to improve productivity and share best practices.
* Act as a catalyst to drive adherence to all aspects under the Global Delivery Framework implementation.

MAY 2016-Till Date - **NOC Engineer/Incident Management**

**IBM India Pvt Ltd**

* Monitoring different client’s servers, handled responsibilities of monitoring network traffic.
* Handled responsibilities of providing 24x7 networking support in production environment.
* Engaging all the different teams in case of any major issue.
* Having keen and hand sound knowledge of high severity incidents.
* Creating and Scheduling Reports.
* Ability to analyze data, create Dashboards and perform a thorough Root cause Analysis.
* Monitor team’s performance; generate reports, trends and sharing them.
* Handle network administration tasks as well as analysis of data communications networks.
* Liaise between business and technical team to ensure a mutual understanding of processes and products.

**ACHIEVEMENTS**

* Awarded Top Gun Performer for the month of March'16
* Shining Star for the Quarter Jan-March 2016
* Shining Star for March 2018

**ACADEMIC CREDENTIALS**

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| --- | --- | --- | --- |
| **Course** | **University / Board** | **Year of passing** | **Score** |
| B.E. (Automobile) | University of Pune | 2014 | 66% (4th Year) |
| HSC | CBSE Board  Army Public School | 2010 | 70% |
| SSC | CBSE Board  Army Public School | 2008 | 80.2% |

**COMPUTER SKILLS/CERTIFICATIONS**

* Proficient in MS Office
* ITIL Foundation Certified
* Basic Knowledge of SQL and Unix Queries
* Completed online course and claimed Badges through Cognitive Class.
* Badges-Agile, Bluemix, Analytics 101, Data Science 101
* Ongoing course- SQL and Relational Databases, Watson Analytics101

**EXTRA CURRICULAR ACTIVITIES**

* College team technical lead during SAEINDIA BAJA’13 Competition.
* Attended several Robotics Workshops.
* Lead the winning Badminton team as Captain during inter-collegiate events.
* Played a pivotal role in the organizing committee for various Graduate school events.
* Event head at school level.
* Active member of Society of Automotive Engineers.(SAE)

**PROFICIENCY IN LANGUAGES**

* English, Hindi.