Md Raghib Ansari

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Phone: 9851104559   Location:
Bangalore

Career objective

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge and skills and make a significant contribution to the success of employer and at the same time my individual growth.

Qualification

- Bachelor of Technology in Electronics &Communication in 2016.
- Central Board of Secondary Education Class 12th Examination in 2012.
- Indian Certificate of Secondary Education 10th Examination in 2009.

Work Experience

IT professional with 7 years of total experience in IT industry including 4 years of experience in Nexthink.

ATOS- Bangalore(December 2021- Present) Consultant

- Part of Digital workplace Nexthink EUCA team and managing multiple customer.

- Good understanding of process to identify use cases analysing the environment and implementing in Nexthink for multiple customers.

- Hands-on experience on Nexthink Act and Engage Module.
- Identifying areas of automation for issues being reported.
- Working with Automation team and implementing the Remote Action. Little knowledge of PowerShell scripting.
- Hands-on experience with Azure DevOps DWP tools and working with Agile methodology.
- Good hands-on experience on Windows Server OS/Windows 10/ support and proficiency in issues that could be seen in an end-user environment.

- Understanding of how various components work in end-user environments – Antivirus, malware protection, desktop deployment, software distribution, client-server applications, network environment, etc.
- Creating Monthly Nexthink Value realization report, Ticket Analysis Report, Deep dive report and presenting it to the client.

- Good understanding of Digital Employee Experience and Identifying use cases to implement in account to improve the overall employee experience of the user

- Have hands on experience in troubleshooting Windows 7/windows 10 clients for issues and understand the architecture of Windows clients.
- Excellent communication and interpersonal skills.
- Discuss about Nexthink features to customer and mange customer expectations during implementation and support.
- Excellent written skill.
- Customer-facing and articulation skills.
- Good analytical skills and troubleshooting skills.

HCL Technologies-Bangalore(September 2019 – December 2021) Specialist

- Creating investigation and highlighting the identified issues relevant support teams for remediation.

- Creating metrics and dashboards as requested by clients.

- Creating latest collector package and Working with Software Asset Management team to deploy the latest collector in all devices.

- Working with service Desk leads to identify the top call driver/repetitive issue and automate them for Remote Action.

- Creating Monthly and weekly Report and updating clients on the findings and remediation progress.

- Manage Nexthink Tool and work with Nexthink support in case of any issue with the tool.

Wipro Technologies-Bangalore(December 2016 – July 2019) Project Engineer

- Have worked in Remote Desktop support team to handle level 2 Escalated incidents.

- Prepare process documents and technical KBs for EUC teams to troubleshoot pro-actively detected issues.

- Handle Escalation and Priorities issues.

- Perform proactive analysis to check for issues in client environment and notify and work with concerned team to resolve the issue.

Skills

- Nexthink.
- EUCA.
- DWP
- Excel (Vlookup, Pivot Table, Charts etc).
- Power Point. • Excellent Verbal and written communication skills.

Other Personal Information

Date of Birth   : 8th Nov 1991.
Sex   : Male.

Address   : Ward no-3, Mela Math, Post-   Islampur, Pin-733202, Dist-Uttar Dinajpur
                             West Bengal, India.

Languages Known   : English, Hindi , Bengali.

Hobbies   : Playing table tennis, watching movies.

Strength   : My Cool & Calm attitude towards any problem with the sheer determination to
                       Overcome it.

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Kolkata.

Md Raghib Ansari

Date: 17th April, 2023   Signature of the candidate