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**CERTIFICATIONS**

* ITIL V3 from EXIN
* Microsoft Certified Professional – Windows 2008 Server
* Solarwinds Certified Professional – Orion NPM
* Microsoft Certified Solutions Associate – Office 365

**WORK EXPERIENCE**

**STANDARD CHARTERED - SCOPE INTERNATIONAL, Chennai, India (16 months)**

As an **Incident Manager**

* Is responsible for the complete process adherence and handling of incidents according to SLAs
* Is responsible for acting as an escalation point to expedite incident resolution
* Is responsible for handling P1 incidents and escalating to concerned teams when it becomes a Major Incident
* Provide technical and impact assessment on incidents and identify immediate workaround/recovery to minimize service impact (i.e. financial, reputational, risk etc.)
* Instrumental in tracking the progress and own any outstanding high severity incidents and drive the checkpoint discussions for resumption and recovery
* Ensure that relevant stakeholders are well engaged and to be the key escalation point for stakeholders to address issues on critical incidents
* Coordinating with team members/colleagues in order to achieve set performance targets for High Severity Incidents
* Facilitating knowledge gathering and sharing on critical systems/services to better improve incident management activities
* Efficiently handling business issues for the overall solution and manage implementation of any remedial action
* Ensure process risk mitigations and deliverables in line with Audit requirements
* Adherence to the specified standards of Quality and Audit / Risk requirements
* Driving the efficiency and effectiveness of the incident management process
* Producing management information, including KPIs and reports

Monitoring the effectiveness of incident management and making recommendations for improvement

* Developing and maintaining the incident management system
* Driving, developing, managing and maintaining the major incident process and associated procedures
* Reviewing and auditing the process
* Ensuring that all IT teams follow the incident management process for every incident

**IOPEX TECHNOLOGIES, as Contract employee for Tesla Motors (12 Months)**

As a **Senior System Engineer – Network Operations Center**

* Setting up monitoring system using icinga/nagios
* Monitoring using solarwinds Orion NPM.
* Effectively improved monitoring with Nagios and custom plugins
* Created templates and configurations for Nagios, Zenoss, Icinga, MRTG and basic system configurations for monitoring
* Monitored production systems like SAP and MES
* Good knowledge in Linux Servers
* Responsible for monitoring all servers, circuits and connected network equipment.
* Ensured 100% availability of the network elements.
* Handled Internal and external escalations.
* Monitored servers and network devices SNMP and windows host using Nsclient++.
* Designed and implemented new requirements.

**FIS GLOBAL SOLUTIONS, Chennai (54 Months)**

As a **Senior Technical Helpdesk Executive (Team Coach) – Remote Infrastructure Management (Global Shared Services)**

* Trained new hires and agents in production.
* Prepared training schedules and programs for personnel.
* Monitored training sessions and trainees.
* Conducted training classes by presenting job-specific, company-specific, and generic software applications.
* Evaluated training by evaluating effectiveness of training to specific job applications.
* Updated knowledge base with recent updates.
* Publishing new training documents and updating the existing with recent updates.
* Verified KB for Known errors, closed tickets in the CRM tool.
* Provided reports as and when required.
* Generated new articles for Knowledge Base and published the same.
* Prepared coaching and training plan for agents to improve quality.
* Prepared Monthly Bond reports with agents overall performance.

As a **Technical Helpdesk Executive - Remote Infrastructure Management (Global Shared Services)**

* Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms
* Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients etc
* Research required information using available resources
* Follow standard processes and procedures
* Identify and escalate priority issues per Client specifications
* Redirect problems to appropriate resource
* Accurately process and record call transactions using a computer and designated tracking software
* Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business
* Organize ideas and communicate oral messages appropriate to listeners and situations;
* Follow up and make scheduled call backs to customers where necessary
* Stay current with system information, changes and updates

**TECHNICAL PROFICIENCY**

Languages: Basics of C, C++, Java

Web Platform: HTML, XML, Java Scripts, HTTP

Operating Systems: Windows server 2008, Linux, Centos and Redhat

Packages: Basics MS Office and Office 365

Database: SQL Server, MS Access

Networking: Basics of Networking

Hardware: Basics of Installation and Configuration