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**Summary:**

BSc computer science graduate with 6+ years’ experience in IT Support, IT Service Operations & System Administration looking to become a part of a challenging organization that provides opportunities for personal and professional development in the field of Information Technology with active interest in IT Service Desk, System Administration & IT Support.

**Academic Qualification**

2009: Bachelor of Science - Computers (Hyderabad, India)

2005: Higher Secondary Certificate – HSC (Warangal, India)

2003: Secondary School Certificate – ICSE (Hyderabad, India)

 **Technical Qualification**

* Hardware & Networking, System Administration
* Operating Systems: Windows Xp, vista, windows 7, windows 8, Server 2008, 2012, Linux.
* MS Office tools: MS office software suite, Outlook 2010 & 2013.
* Ticketing tools: Service Now, BMC Remedy 7.6, 8.1, Microsoft ITSM, Siebel.
* Windows server, AD & Exchange management, SharePoint, Lync, TCP/IP, DNS, DHCP, Group Policy, FTP, HTTP,VPN, VMware, Hyper-v, Citrix, CCNA, Checkpoint Firewall etc.

 **Experience**

**Name of Company: Accolite Software India Pvt Ltd – Community Health Systems**

**Designation: Senior Service Operations Analyst**

**Duration: Dec 4th 2012 to Jan 7th 2015. (2 years 1 month)**

**Place: Hyderabad, India**

Community Health Systems (CHS) formerly Health Management Associates (HMA) is a Fortune 500 company based in USA. It is the largest non-urban provider of general hospital healthcare services in the United States in terms of number of acute care facilities operating 206 hospitals in 29 States.

**Responsibilities:**

* Identifying major incidents / High -Critical Incidents / Outages and coordinating Major Incident Meetings to include technical teams and IT Management throughout incident life cycle.
* First Point of Contact for all issues related to IT between the end users & technical teams (Networking, Server, Application Support, Vendors etc.
* Support IT and network infrastructure related issues. Administration of AD & Exchange accounts.
* Creating and setting up scheduled maintenance notifications for IT infrastructure.
* Monitoring the trend in Incidents and check for any outages which may cause interruption to the business.
* Working on issues related to Microsoft Windows Server OSs, AD, DHCP, DNS, Group Policy, VM Ware, Unix, Linux, Exchange, File Server, Citrix etc
* IT troubleshooting including but not limited to H/W Installation & Configuration, S/W Installation & Configuration, and Email Account Configuration etc.
* Network Administration (LAN, WAN, Internet, Remote Access & VoIP)
* Incident assignment across the service desk to make sure SLA is not breached.
* Manage escalations from end users and clients.

**Name of Company: Unisys India Pvt Ltd – Microsoft Process**

**Designation: Senior Support Services Representative – SSR-2**

**Duration: Jan 4th 2011 to Dec 3rd 2012 (1 year 11 months)**

**Place: Hyderabad, India**

Unisys is a worldwide information technology company providing a portfolio of IT services, software, and technology that solves critical problems for clients. I was associated with Microsoft process designated as a Senior Support Services Representative – SSR2

**Responsibilities:**

* Troubleshooting a variety of technical issues over desk side support, phone, email, chat, remote sessions etc.
* PC Hardware - Desktops, Laptops, Printers & other peripherals configuration and troubleshooting
* Networking - LAN, WAN, Internet, VPN, RDP etc.
* Working on wide range of Applications including -Office 2007/2010/2013,Outlook, Exchange, Share Point, Smart Cards, Bit Locker, Communicator, Lync, Internet explorer, Virus removal, windows updates, Network connectivity, hardware failures, etc.
* User account management - creating & managing user accounts in Active Directory.
* Troubleshooting internal applications used within Microsoft.
* Working on Microsoft applications which are yet to be released in market.
* Creating Infrastructure requests (IR's) when there is a major outage and chairs the conference call engaging the resolver groups.
* Working on Major Incidents of Network, Telephony, Database, exchange etc.
* Identify Incidents which is impacting the service levels - Priority 1, 2, 3 and 4 Issues depending on the number of clients impacted.
* Coordinating with first line support groups, such as, configuration management or change management specialists to be consulted.
* Conduct process and product training for new hires.

**Name of Company: Wipro BPO Ltd and Dell International Services**

**Designation: Senior Technical Support Associate (Hewlett Packard & Dell process)**

**Duration: Sept 4th 2008 to Sept 11th 2010 (2 years)**

**Place: Hyderabad, India**

Hewlett Packard (HP) and Dell are leaders in PC manufacturing. I was associated as a Technical Support Associate providing tech support for users in the North American region for HP and Dell home use products (Desktops, Laptops, Printers, and Accessories.

**Responsibilities:**

* Providing technical support on wide range of issues over the phone for HP & Dell customers in the North American region.
* Diagnosing and fixing hardware & software issues related to desktops, laptops, peripherals.
* Revenue generation by upselling products.
* Process hardware dispatches scheduling onsite technicians.

**Certifications**

MCSA – Windows Server 2012 – Microsoft Corporation

MCITP – Windows 7 – Microsoft Corporation

ITIL v3 Foundation – APMG International

**Achievements**

* Top Performer of the year 2012-2013 for handling higher number of incidents and generating revenue.
* Exceeded Expectations for 2013-2014 with many appreciations from client.
* Only member in Microsoft Support team from Unisys to be a part of all the support teams. IIM, voice, chat, Retail service desk.
* Annual award for the year 2011 in recognition to my outstanding contribution towards Microsoft Service Desk.
* Always part of the Elite team (HP) for getting high percentage of CSAT.
* Received many goodies for generating revenue for the client HP.

**Skills Summary**

* Strong communication, learning & organizing skills matched with the ability to manage tasks effectively.
* Proven record to work under pressure and adaptability to work in any environment.
* Eager to accept new challenges.
* Result oriented, hard working with a quest to learn new technologies.

**Personal**

Date of Birth : 14 March 1988

Place of Birth : Warangal, India

Passport No : M3891078

Languages : English, Hindi, Telugu

References : Can be furnished on request

I hereby declare that the above statements are true and correct to the best of my knowledge. After you’ve reviewed my resume, I would welcome an opportunity to discuss your company’s goals and talk to you about the value that I can bring to your Company.