RESUME

### IMRAN

**Objective:**

To work in a challenging environment and look forward to an opportunity to learn various skills in organization and achieve success through will and determination and contribute my best to the development of the Organization and my career.

**Qualification:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Examination  | DisciplineSpecialization | School/college | Board/University | Year of Passing | Percentage |
| B.E |  EEE |  H.K.B.K.C.E Bangalore |  V.T.U |  2011 |  59.04% |
| P.U.C | PCMB | Al-Ameen P.U college Bangalore | PU Board |  2007 |  61% |
| S. S. L.C | S.S.L.C | S.D.A High School Bangalore | State Board | 2005 |  71% |

**Course:**

* Completed a FOUNDATION PROGRAM under the aegis of Infosys Campus Connect program at hkbkce.
* Completed Software Testing course in Manual Testing and Automation Testing from Inosys Technologies.

**Strengths:**

* Good communication skills.
* Can work efficiently as an individual as well as a team.
* Ability to work under pressure.
* Aneffective team player who can work in line with the shared vision.
* Time management.
* Flexibility and Adaptability.
* Adapting to Changing Circumstances.
* Attention to Detail.
* Collaborating Effectively with Business Partners.
* Creating Attractive Documents.

**PROJECT:**

* Project on “**A DESIGN PORTING OF UCOS KERNEL IN ARM POWERED MICROCONTROLLER”**.
* This project is about the implementation of porting of UCOS kernel which is an operating system in arm powered microcontroller which can be used for the various MULTITASKING and TIME SCHEDULING tasks.
* Presented a seminar on**“EFFICIENCY IMPACT OF SILICON CARBIDE POWER ELCETRONICS FOR MODERN WIND TURBINE FULL SCALE FREQUENCY CONVERTER”.**
* **Mini Project** on “**CLAP SWITCH”.**
* It comprises a 2\*2 switch,ie.it operates only when you clap two times to switch ‘on’ a device. Similarly ‘off’ the device, you are required to clap two time.

**Achievements:**

* Trained 15 new employees.
* Top performer.
* Completeda program for simple email writing.
* Completed a program for Microsoft Excel.
* Completed a program in business communication.
* Completed all SDFC trainings like Active Directory, Windows, Networking, Grammar and Outlook.
* Re-organized something to make it work better.
* Identified a problem and solved it.
* Come up with a new idea that improved things.
* Developed or implemented new procedures or systems.
* Worked on special projects.
* Received awards.
* Been complimented by your supervisor and hierarchy.
* Increased revenue or sales for the company.
* Saved money for the company.
* Contributed to good customer service.

**Employment History:**

**Jan 2015-Present: -Accenture**

**Designation-IT Associate**

**Responsibilities:**

* Responsible for resolving all the technical queries of the user’s.
* Working closely with all the level 2 teams to get the entire query’s and issues of the user to get it issue fixed.
* Responsible to ensure to maintain the SLA’s.
* Coordinating with all the team members to get the work completed on time.
* Taking ownership of technical issues, and working with our Level 2 team to resolve more advanced issue when necessary.
* Responsible to solve the issue’s by email support and providing all the necessary troubleshooting steps to users.
* Resolving the issues of the users over email or screen share.
* Actively participating to lean new technology and courses that’s been offered by Accenture in order to enhance the skills.
* Resolving the entire ID related issue, Password issues and sync issues.
* Providing access to Full time Employees, Active regular contractors, Active restricted contractors and Client IDs.
* Assisting users with all technical related issues with Skype for business, Outlook, Lync, Network, Printers, Dial in functions etc.
* Preparing reports for MOM (Minutes of meeting.)
* Preparing reports for SLA on daily basis.
* Working on ITSM tool and fetching all sort of reports under my name and other colleagues and send it across all the management and team DL’s.
* Preparing report for ASG region incidents as this region is critical.
* Preparing the follow up reports for the entire team.
* Sending RAT (Resolved at tier 1 data) report for the entire team.
* Arranging for trainings to the team members from the internal training website of organization.
* Troubleshoot and repair network, hardware and software components.
* Assisting user across the globe for the applications like Siebel, UDS, Flexnet, Asset lookup, GETS, SAP etc
* Install, maintain and configure hardware and software systems according to company policies.
* Update software antivirus on regular basis.
* Provide advice and training to other associates.
* Preparing templates in ITSM for the team mates for improvising the process and for the reducing time efforts.
* Providing major ideas for the improvement of process.
* Sending out reports across supervisor by collading all the data for GPH tool, KX points, Trainings etc.
* Interacting with higher level team for the deployment of new tool or application and preparing a document with ppt.

**Role: Incident Management Agent**

**Responsibilities:**

* Processing requests from Employees via Phone, Email and Web tickets.
* Helping users to access their day to day applications effectively using User Account Maintenance policy as described by client Password Maintenance policy.
* Raising Incident tickets based on Severity (Normal, Medium, Critical) of the issue as reported by Employees.
* Engaging Level-2 and client technical teams based on severity of the ticket and informing the concerned teams regarding the critical-1 tickets for a timely resolution.
* Monitoring critical-1 tickets and following up with concerned Level-2 teams in specific time frame to get status, ETA and update on issue and keeping the impacted work group updated regarding the issue.
* Guiding users to raise Service Requests for application access requests, hardware and software procurements.

**Ticketing Tool exposure:**

* Worked on HP Service Management Incident Management tool and Service Now Incident Management tool.
* Access to Unlock, reset password, basic training in Active Directory and other client Enterprise Applications.
* User administration (setup and maintaining account).
* Resetting user passwords.
* Lock/unlock user accounts.

**Accomplishments:**

* Awarded CSAT buster of the month twice for excellent services to the end users.
* Was awarded Star of the Month award twice for being an overall top performer in the team of 35.
* Awarded CSAT Survey Buster of the month thrice for excellent Customer services to the end users.
* Awarded Xtra-Miler Award for best customer service experience, CSAT Scores, Team Player and Mentor.
* Mentored a class of 20 new joiners about the company, process and team related trainings.

**July 2012-June 2014: -Tesco**

**Designation-Officer**

**Responsibilities:**

* Proactively monitor all the refrigeration units in Tesco stores across UK and ROI.
* Need to assign the jobs to contractors.
* Conduct weekly meeting and share process knowledge.
* Check the graph of faulty unit and assign an external engineer if needed.
* Train all new comers about the process and sofwares used.
* Responsible for preparation of daily reports and weekly reports.
* Responsible for preparation of cold store report and HVAC report.
* Responsible for managing the shift in absence of reporting manager and during BCP(Business continuity program).
* Taking initiate towards any new work assigned to team.
* Getting in to conference calls with onshore lead and onshore team to discuss on the present situation of the project.
* Arranging a group meeting with the onshore team to fix complicated issues and to get the issue fixed ASAP.
* Sending out the cold and hot store reports to GMM and FMM manager in UK about the project on daily basis.
* Ensuring the entire team is well versed with the process and discussing the same with team leader and sharing knowledge on process and updates.
* Generating Daily and monthly reports.
* Generating monthly SLA reports.

**Dec 2011-July 2012:-IBM India Pvt Ltd**

**Designation-Technical Support Engineer**

**Responsibilities:**

* Taking ownership of technical issues, and working with our development group to resolve more advanced issue when necessary.
* Resolving escalated customer complaints without the need for team lead intervention.
* Documenting troubleshooting and problem resolution steps.
* Participation in providing training to customers as required.
Networking and providing support for windows issues.
* Configuration and testing of any new hardware and software.
* Installing and operating windows desktop and server operating systems.
* Provide end user support (Desktop support).
* Checking the status of Backup, troubleshooting the failed backups and Restoration of databases and Scheduling jobs in SQL Server.
* Installation, maintenance, update and support of all applications, systems and communications software.
* Giving the permission to users to access Database and other applications.

**Skills / Application Knowledge::**

Working knowledge of local/business tools, including local back office systems.

* Siebel.
* SAP.
* ITSM.
* Remedy.
* Technology Savvy: MS Office (Word, Excel, PowerPoint, Outlook.)
* **Hardware:**
* Networking and Electrical Drafting Using AutoCAD.
* **Languages:**
* C (embedded), Java, AutoCAD.

 **Details:**

Date of Birth : 20th DEC 1989

Sex : Male

Marital Status : Single

Languages Known : English, Hindi, Kannada and Urdu.

Hobbies : Playing Cricket and Computer Games.

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