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**Shankar**

[**Shankar.342092@2freemail.com**](mailto:Shankar.342092@2freemail.com)

**PROFESSIONAL ABRIDGEMENT**

**A professional with 9+ years of experience in Incident Management. Experience in driving proactive problem management, trending and experience with providing inputs for service enhancement and service improvements. Currently associated as Lead Incident in Microland LTD.**

**Current Assignment in Microland LTD, Bangalore**

**Designation : Lead Incident**

**Duration : Since Feb’11**

**Program Name : RMC Shared Projects (ELLIE MAE)**

**Core Competencies**

**IT Service Management:**

* **Queue and Incident Management - Ticket Handling and Escalations :Ensure tickets closure within SLA, Timely acknowledgement, assignment & Queue management of tickets to team, Helping the team in technical issues, Identify and handle all internal and external escalations on time, Ensure timely escalation to appropriate next levels.** **Tracking of mails and respond within the said SLA.Updating users on the ticket progress- On Severity 1 Issues.** **Checking KB Articals for Known errors and updating the SOP's as required.**
* **Adhering to the customer SLA’s.** **Providing reports as and when required and Preparing Incident checklist .**

**Quality Management:**

* **Perform ticket quality check to achieve customer satisfaction.**
* **Help in Business control (i.e. Audit process) - Helping the team in technical issues by providing inputs and also Identify and handle all internal and external escalations on time . Adherence to all the KPI metrics derived for individual, Role, program .**
* **Generating New articles for Knowledge Base and publishing the same**
* **Inputs to the customer on Call trend numbers & category with possible root cause**
* **Identifying outliers and proposing a training plan- Tracks matrices related to performance of the service line and drives service improvement plans and programs to improve them.**

**Business:**

* **Day to day operations related delivery, tickets & communication. Availability of delivery team, rostering. Process adherence. Quality adherence as per guidelines. Improvement initiatives & participating in projects. Customer communication & employee communication.**
* **Conducting daily ticket reviews and generating the reports- Prepare timely reports for the client, Prepare RCA's as applicable.**
* **To perform service reporting on the SLA agreed by the company with the clients-Customer Interaction Status updates, Bridge calls.**
* **To conduct service reviews on the performance for a given period.**
* **To facilitate the provision of Service Delivery Reporting support to the Management organization**
* **To ensure Operational Process and Service specific report creation,**
* **Ensure High Quality, Timeliness & Accuracy of all Reports**
* **Produce daily, weekly and monthly reports as agreed with customers-Prepare KRA's, skill matrix for individuals. Conduct Team meetings, Sort any non-technical issues within the team and ensure adequate leave planning.**

**WORK EXPERIENCE**

**Assignment in Microland LTD, Bangalore**

**Designation : TSR**

**Duration : Since Feb’07 till Aug’10**

**Program Name : BELKIN International**

**Responsibilities:**

* Trouble Shooting on Wired and Wireless Routers.

**Assignment in Microland LTD, Bangalore**

**Designation : Engineer**

**Duration : Since Aug’10 till Aug’11**

**Program Name : Telstra International**

**Responsibilities:**

* Issues related to DSL and WLR escalated by level 1 engineer.
* **Monitoring DSL and WLR queries.**

**EDUCATIONAL QUALIFICATION**

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| * Bachelor of Arts from The National College Basavanagudi (Bangalore University) 2001 * J.O.C in Automobile Servicing from BES college Bangalore 1998 * S.S.L.C from SVVP School Bangalore 1996 |  |
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**PROFESSIONAL QUALIFICATION**

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| * **A Trained IT Service Management Professional - Completed ITIL V3 foundation certification.** * **VMware Certified Associate - Data Center Virtualization –** * Completed Diploma in Computer Application, N+ from NIIT in February 2010. * Received best performer award in Microland for my performance during August and September 2009 |

**PERSONAL DETAILS**

**Date of Birth 1st July 1979**

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| Marital Status | Married |
| Language Known | English, Kannada, Marathi,Telugu and Hindi |