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# Helan

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**Career Objectives:**

A fervent motivated ITIS professional with 6+ years of experience in Application Support/Maintenance, Windows and incident management, a highly enthusiastic individual eager to contribute to Information technology and its related services.

Currently working as Application Support Lead in the field of Life Science for the client AstraZeneca.

**Profile:**

* Experience in providing production support and managing various projects and vendors.
* Enthusiastic with good communication and interpersonal skills
* Highly organized and analytical; able to manage multiple projects
* Self-motivated, good team player and able to work and stay focused under pressure.
* Good knowledge of Life Sciences domain and the process followed in ITIL.

**Professional experience:**

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| **ORGANIZATION** | **TENURE** | **DESIGNATION** |
| **Landmark Groups** | **June 2016 – Jan 2017** | **Service Desk Engineer** |
| **Cognizant Technology Solutions** | **June 11th 2011 – April 2016** | **Senior System Executive** |
|  **HCL Technologies** | **Sep 2009 – June 2011** | **Technical Support Officer** |

**Description**:

**Landmark Groups ( Dubai )- June 2016 – Jan 2017**

Worked as a Service Desk Engineer for internal users of Landmark Group. On call support for end users laptop and network issues.

**Role: Service Desk Engineer**

Responsibilities:

* Providing end user support to the users for technical and non-technical issue
* Providing support for service desk which supports the client Landmark Group
* Involved in providing training and direct support for the VIP users. Perform Incident Management functions during outages by utilizing the Service Desk. Work closely with internal support groups and external service providers to identify, resolve or coordinate the resolution of Network and System problems and issues. Communicate issues and incidents to all levels of the organization as required.
* Constantly analyzing the incident trend to identify permanent fix for all reoccurring issues along with the statistical report.
* Driving high / critical priority incidents towards closure by coordinating with multiple partner

**Cognizant Technology Solutions - June 2011 – April 2016**

**Role: Incident Manager**

* Checking the Application availability status by performing the infrastructure checks daily before start of business (Checking the Services ,Server availability, Backup for servers, Jobs running the background, Updating the website,Citrix services)
* Result oriented team player with excellent analytical and interpersonal skills used to coordinate multi-disciplinary teams, clients and consistently motivated toward success and completion of projects.
* Attending calibration calls with clients discussing the latest issues in the application/infrastructure in relation to incident management.
* Part of the core support team that is responsible for keeping critical application up and running 24x7.
* Perform User administration tasks, check jobs failures alerts.
* Raise change and perform bug fixes in the application and verify the outcome.
* Providing extended support on critical issues reported during submission deadlines.
* Perform deployment for upgrades / changes / enhancements on production (Live) Environment as per the business requirement.
* Perform disaster recovery testing, ensuring business-readiness following failover.
* Build Design appropriate metrics for reporting on key performance and quality indicators
* Track Open, Aged Incidents daily and identify trends.
* Develop and report on metrics for performance of the team and individual employees, including but not limited to MTTR, # of escalations, and tickets.
* Driving the efficiency and effectiveness of the Global Incident Management process making recommendations for improvement.
* Build Knowledge base for all known issues and review them at regular intervals

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| **Designation: Senior System Executive – Back Up Lead**Team Lead Responsibilities * Handling team of 15 agents
* Responsible for end to end delivery of software projects, from gathering requirements to the overall delivery and post delivery support.
* Coaching, Mentoring, Supervising and enhancing the Performance of Team and ensuring solid communication across entire team.
* Ensure that technical skills for the entire team are developed, trained and utilized.
* Adoption of Quality as Team’s Objective. Train the entire Team for Error Free Operations using SOP.
* Ensuring that FLR of team is always maintained as per the management expectations.
* Provide monthly report presentation to managers on various KPI’s.
* Identification and resolution of gaps in the product as well as processes.
* Actively reviewed and improved current configuration and error handling procedures and maintained documentation
* Constantly work on left shift activities and acquire knowledge for other applications.

**HCL Technologies - Sep 2009 – June 2011 – Technical Support Officer*** Provide Technical Support for British home ISP Users
* Handling Calls and providing support to customers

**Technical Skills :**

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| **Operating Systems** | **Windows 7, Windows Server 2003,2008 & MAC** |
| **Packages**  | **Microsoft Office 2003, 2007, 2010.** |
| **Ticketing Tool** | **BMC Remedy , SNOW** |
| **Technology** | **Network: Routers, Switches LAN & WAN protocols** |

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**Personal Profile:**

DOB : 12-04-1989

Languages known : English, Tamil, Malayalam