Rakesh Nair



Email:

 rakesh-390111@2freemail.com

Skills:

**Process:**

•ITIL V3 EXIN Certified

**Technology:**

* CompTIA A+ Certified
* MTA-Network Fundamentals

**Applications:**

* MS Office
* Adobe Captivate 8.0
* Adobe Photoshop
* MS Visio

Summary

Seasoned IT professional with the ability to handle job responsibilities associated with training, coaching and management. Strong appetite

to learn new technology. Ability to thrive in fast paced environments while remaining focused on attaining organizational objectives.

Work History

Jan.2018 – May 2018 Training program Coordinator (on Contract)

Organization: Flipkart Internet Pvt. Ltd.- Bangalore, India

* End to end support of interventions from a program management perspective.
* Proven Knowledge and Management of the full life cycle of training coordination including calendar scheduling, training record administration, training reporting, training design, delivery and evaluation analysis
* Measuring and reporting on training participation, standards and successes
* Excellent written and verbal communication skills
* Create Dashboards and to track progress on various training programs offered, overall coverage, tracking feedback or any other metrics agreed
* Creating various Presentations for business-based updates/Tower reviews
* Maintaining training feedback for internal / external programs
* Maintaining Online Programs Tracking and Pre and Post Communication
* Creation of E-learning modules. Need based Content curation for programs (articles, videos, learning bytes, online courses)
* Managing LMS
* Facilitate instructor led training (ILT) and virtual trainings
* Project/Program Management skill

Apr.2012 - Oct.2017 L&D Delivery Specialist (Technical Trainer) Organization: HP Inc. (post separation from Hewlett Packard company in Sep 2015)- Bangalore, India

* Lead and coordinate technical training programs for competency development and career enhancement.
* Coordinate with Product support manager to understand the roadmap of New products (NPI’s) and ensure training on newly introduced features and top known issues for remote support engineers with 100% coverage.
* Liaise with Tech marketing and level 2 support team.
* Design training content using Adobe Captivate and develop visual aids
* Coordinate with Operations to finalize training plan. Ability to discuss complex technical issues in layman’s term.
* Monitor and ensure progress of training as per schedule, report status of completion and review assessment.
* Performance review with Ops Managers.
* Review inputs from Customer Satisfaction Survey (CSAT/NPS) and design up-skill, cross-skill and refresher classroom trainings wherever necessary.



**Educational**

**Qualification**

First class bachelor’s degree in Science (Physics) from Mahatma Gandhi University, Kottayam, Kerala State, India

**Languages**

•English

• Hindi

**Hobbies**

•Playing Chess

•Cricket

•Music

* Prepare and circulate control reports to stakeholders for various training
* Suggest plans to improve customer satisfaction score to Operations and Product Support Manager.
* Facilitate internal technical certifications programs.
* Conduct new hire trainings and TTT session.
* Trained engineers on Technical issues associated with printer hardware, software,

MFP’s, scanners and its software

* Trained engineers from APAC, NA, EMEA region
* Conducted different training projects for individual performance enhancement.

Apr.2008-Mar.2012 Technical Support Engineer III Organization: Hewlett Packard Global soft Pvt. Ltd., Bangalore, India

* Handle Level 2 (Escalation) help desk tickets on Printers/laptops/desktops/mobility/MFP
* Lead team of 7 engineers for Level 1 support. Subject matter expert (SME) for different product lines
* Provide on the job training to new hires.
* Report SLAs, KPI and performance dashboards to management.
* Prepare and publish technical articles for knowledge base.
* SPOC for all new products launched.
* Member of HPGT (HP Guided Troubleshooting) Project to review contents of technical articles submitted in centralized knowledge base and provide inputs for content modification where ever necessary and recommend for deletion of unused or outdated articles.
* In depth knowledge on HP LaserJet, all-in-one’s, Multifunction peripherals (MFP) printers, ADF, Stapler Stacker, Scanjet’s, desktops, Laptops
* Part of various roadshows conducted based on new products launched
* Through understanding of paper path troubleshooting and various components within the printer. Also troubleshooting issues associated with Operating system, networking, applications and print driver.
* Configuring printer on virtual machine (VMware/hypervisor)
* Supported North America & EMEA region

Oct.2006-Mar.2008 Technical Support Engineer II Organization: Hewlett Packard Global soft Pvt. Ltd., Bangalore, India

* Provide technical support on various HP commercial products.
* Perform Quality Check on help desk tickets handled by peers.
* In Depth knowledge on Desktop/Laptop/Printer hardware
* Configuring MFP's on network using LDAP. Monitoring multiple units using HP Web JetAdmin tool. Cloud based e-print service
* Troubleshooting network devices using the tool such tcp dump, Wireshark, Analyzing IDR Logs



* Troubleshooting Desktop hardware using Vision Diagnostics / HP UEFI Hardware diagnostics. BIOS Recovery, Blue dump analysis etc.
* Supported customers from North America region

Sep.2004-Oct.2006 Helpdesk Engineer

Organization: Sutherland Global Services

* Provide voice based and remote technical support on installation and upgrade of antivirus software with expertise on firewalls and configuration
* Knowledge on Norton Internet security, Norton Removal tool, Norton Ghost, Norton 365, Knowledge on Windows / Linux
* Supported customers from North America region

**Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge. I do hereby declare that above particulars of information and facts stated are true, correct and complete to the best of my knowledge and belief.

Rakesh Nair