**Binoorani M**

Burjuman, Dubai

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OBJECTIVE

Seeking employment with a company where I can use my talents and skills to grow and expand along with the company.

## *Summary*

* Service Delivery Consultant Engineer (IT) – 4.5 years
* Technical Solutions Level 2 Support | UAM- 4 years
* Service Support – 9 months
* Technical Support (Escalation Queue) – 1.5 years
* Executive-Operations – 2.2 years

## *Experience Summary*

**Organization : Technology**

**Duration : Dec 2010 till 22nd July 2019 (India, Bangalore)**

**Designation : Service Delivery Consultant**

***Roles and Responsibilities:***

* Responsible for classroom training and hands on mentorship of new hires of the Team
* Presenting on call update to Onshore client for weekly updates of the procedures and SLAs of the Team
* Weekly training of the Team members with the updates received
* Troubleshooting of incidents on SLA basis which includes physical and virtual server availability
* Patch Management of server’s and monthly patching through WSUS and HPSA tool.
* Installation of tools on demand.
* DHCP Management-IP Reservation, IP Exclusion
* Creation and managing user’s, groups OU’s
* Handling disk space related issues
* Remote management of servers using HP ILO
* Creation of templates, taking snapshots on customer requests
* Analyzing hardware issues in the server and raising hardware case with vendor for replacement of faulty parts
* Taking part in Priority1 and 2 bridge calls and restoring critical server/services
* Managed Virtualization Environment using VMWare ESXI Server, Vcenter server, Vsphere client
* Interaction with 3rd party vendors (HP, Dell), Client Teams and senior on site Systems Engineers as necessary to optimally perform job responsibilities
* AD Group Creation and AD Access Management
* Managed user accounts, groups, print queues and controlling access rights using Active Directory.
* Creation, modification & deletion of user mailbox, room mailbox, Distribution lists, shared mailbox.
* Creating & configuration security groups, creating & configuration Folders based on the location.
* NetApp server management:-Folder & Quota configuration
* Creating user’s individual folders & groups as department wise & set sharing permission & NTFS security permission.
* Creation/deletion/modification of folders and permissions Creation/deletion/modification of disk quota

**Organization : India Private Limited**

**Duration : March 2010 to December 2010 (India, Bangalore)**

**Designation : Service Support Specialist**

***Roles and Responsibilities:***

* Responsible for assisting all Business Partners with their questions about any of our supported software and computing platforms to the best of ability, in a professional and courteous manner
* Respond to requests for technical assistance in person, via phone, electronically
* Diagnose and resolve technical hardware and software issues
* Redirect problems to appropriate resource
* Coordinating with Incident Management and Resolving Teams

**Organization : Microland Limited**

**Duration : October 2008 to March 2010 (India, Bangalore)**

**Designation : Technical Support Specialist**

***Roles and Responsibilities:***

* Job demands technical troubleshooting for End Users pertaining to Wireless Networking issues, home routers, switches and VOIP configurations.
* Manage escalations. Track and report escalation and resolution metrics
* Normally follows established procedures on routine work, requires instructions only on new assignments
* Minimum Performance Expectation includes following:
* Excellent Customer Satisfaction Scores (CSAT)
* Excellent First Time Resolution (FTR)
* Maintain good Handle time (AHT)
* 100% Documentation Rate

**Organization :** Infosys BPO India

**Duration :** March 2006 to May 2008 **(India, Bangalore)**

**Designation :** Executive-Operations

***Roles and Responsibilities:***

* Worked in banking domain for a mortgage Client WAMU (Washington Mutual).
* Have worked in sub processes starting from Name change of the ownership of the mortgage loan to Lien Release to Foreclosure
* Preparing and sending daily production and queue summary to clients and keeping them updated about the queue status.
* Handling all escalations mails and routing to concerned departments. Also the point of contact for the team and clients regarding any escalations, doubts or updates.
* Handling weekly calls with clients and discussing the production and quality scores and discussing issues if any which the team is facing and taking their feedback and updating the same to the team.
* Training new members and training the team if any new update is given by the clients.
* Maintaining and updating the weekly call minutes of meeting, update tracker and team production and quality reports.

***Education***

* MCA
* B.Sc. in Mathematics, Physics and Chemistry

***Achievements***

* Received “Extra Miller” award for outstanding Employee of the quarter
* Most of the months received top performer of the month
* Event organizers in workplace and have received many accolades

***Personal Details***

Nationality : Indian

Languages known : English, Hindi, Manipuri

***Declaration***

I declare that the information and facts stated above are true and correct to the best of my knowledge and belief.