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 **Profile Summary**

 CCNA qualified professional with solid career foundation within leading BPO companies in India. Has a Proven track record in System Administration, Networking and Technical Support. Have Demonstrated strong competencies in troubleshooting, handling outages, configuring networks and providing client support. Proficient in DNS adds/moves/ changes at both object and domain level, create/modify subnets, verify/clear DHCP active/inactive leases. Possesses admirable ability to effectively set priorities, multitask, deal with unexpected change and work in challenging and pressure-driven IT environment. Is a Proactive team player and fast track achiever with excellent analytical, problem solving, coordination and communication skills.Seeking an executive work profile in any progressive enterprise to share gained experience, skill and expertise.

 **STRENGTHS**

Well-trained & Experienced IT Professional

BCA Degree plus Cisco Certification

Expertise in Technical Support & Servicing

Expertise in Network Admin & System Admin

Excellent Analysis-Solutions Implementation

Knowledge of Multiple Technologies

Performance Driven Team Player

Commitment to Service Excellence

Educational Q ualifications

 **Bachelor of Computer Applications,** Mangalore University, India **2009**

**Cisco Certified Network Associate (CCNA) 2012**

 **Career Snapshot**

 **Specialization Senior Infrastructure Engineer,** Bank of America – Mphasis an HP company, India – **Feb 2013 – Current**

*Processed client DNS, DHCP, subnet requirements received in the form of requests on the HP Registrar Online Automated Request System (ROARS) tool within pre-defined SLA using the Alcatel Lucent Vital QIP tool & command line interface. DNS support during migration activities. Handled bulk DNS add/modify/delete/move requests, and scheduling them as per client requirement.*

**Subject Matter Expert (SME),** Bank of America Service Desk – Mphasis an HP company, India -**Nov 2010 – Feb 2013** *Experienced in Handling a team of 12 people, with responsibility of training them on Service desk and troubleshooting skills, keeping tabs on teams performance, giving one to one feed backs, handling escalations and team management during business critical situations, and coordinating with operations team in successfully meeting client requirements. Proficient in supporting and escalating the Network, Hardware, desktop application and web application issues across windows XP, Vista, and win 7 Platforms*

**Office Admin & Technical Recruiter (US Staffing),** Credent Business Solutions, India - **Nov 2009 – Nov 2010**

*Worked with the* ***H1B's****,* ***Green card*** *holders* ***American*** *and* ***Canadian*** *citizens, and supported them though out the recruitment process in different client locations.*

**Primary Skills**

***Network Protocols & Technologies:*** Knowledge of networking concepts, IP addressing, creation of sub networks, CISCO IOS CLI, routing (RIP, RIPv2, EIGRP, OSPF), switching, access control list, VLAN

***Tools:*** Alcatel Lucent Vital QIP, IBM Maximo, Citrix, Active Directory, HP ROARS (Registrar Online Automated Request System), SharePoint, DIG DNS interface, IP Scanner, HP Virtual Rooms

***Software:*** Microsoft office (2003/07/10), Cisco VPN Client, Cisco Secure Services Client (CSSC), Mainframe (AS400, QWS 3270), Connected Backup PC, MacAfee (EEPC, DLP, HIP), Acrobat Professional, Office communicator/Lync,

***Operating Systems:*** Windows XP - Vista – 7-8, Ubuntu, Solaris

**Proven Job Role**

**Primary Skills**

**Proven Job Role**

**Specialization Senior Infrastructure Engineer, Bank of America, Mphasis and HP Company**

Processing requests from the Clients for DNS registration, deletion and modification

DNS support during migration activities. Experienced in handling bulk DNS add/modify/delete/move requests, and scheduling them as per client requirement.

On call support (24\*7), once in a month – the duties include responding to all the DNS registration issues coming in via emails, Maximo or Roars. Doing DHCP releases, off cycle DNS push with appropriate approvals. And monitoring all the Scheduled Changes on the DNS for the whole week. Also Joining Bridge lines and coordinating with the different teams to fix issue from IPAM perspective.

Coordinating with other IPAM teams who handle different Bank domains when required by the ROARS request.

Completing the requests by following appropriate quality management methods defined by HP. This includes doing pre validations, post validations, taking backups, having roll back plans, having all the approvals before proceeding with the change, attaching all the validations with the request.

Troubleshooting and providing solution on tickets raised on tool called Maximo within given SLA.

**Subject Matter Expert (SME), Bank of America, Mphasis and HP Company**

Experienced in Handling a team of 12 people, with responsibility of training them, keeping tabs on teams performance, giving one to one feed backs, handling escalations and team management during business critical situations, and coordinating with operations team in successfully meeting client requirements.

Up skilled and capable of training any team on all the type of support our Service desk offered – like – PC/Desktop issues, VPN, Network issues, Blackberry, Outlook, lotus notes.

Collaborated with clients on new processes they offered to our project, got extensive training from the client on those processes. And have done successful knowledge transfer to rest of the SME team and the Agents.

Capable of doing RCA’s on weaker aspects of the project which affected the overall SLA, and have successfully come up with counter measures which were very helpful in meeting our target SLA.

Capable of working hand-in-hand with Delivery team and WFM team to counter any workforce issue and technical issues during crunch situations

Experienced in working under high pressure Service desk environment, and delivering the customer requirement.

Handled and resolved client escalations, and have a brief experience working in Escalation teams as and when the process required.

Scheduled and conducted regular team meetings and training sessions

**Sr. Technical Support Associate, Bank of America, Mphasis and HP Company**

Provided efficient site based desktop support and effective technical advice to Bank of America employees based in North America, South America, Europe and Asia.

Worked on Citrix, IBM Maximo Ticketing, Active Directory, Remote Desktop and Support Center.

Troubleshoot PC, Outlook, MAS\VPN, Cisco any Connect, Merrill Connect, Easylink Teleworker and Mainframe applications. Performed troubleshooting whenever system’s domain controller is down.

Addressed access issues for Mainframe applications like AS400, BOSS, and TSO.

Installed and configured applications in user’s machine as provided by the bank.

Assisted users to retrieve data through Connected Backup Software.

Requested mailbox, configured and created profiles in Outlook.

Added users to Remote Desktop Machines through Active Directory.

Installed and configured enterprise applications in Blackberry, I Phone and I Pad.

Mapped network printers and local printers on user’s machine.

Mapped share drives on users’ system and added shared mailbox in Outlook Profile.

Fixed errors in Excel, Word, PDF Writer and Internet Explorer.

Contacted US Network Team for global outage issues and notified Bank of America Helpdesk Sites.

**Office Admin & Technical Recruiter (US Staffing), Credent Business Solutions**

Involved in both sales and recruitment of US Staffing Process.

Promoted highly skilled H1B consultants for the best rate in the market.

Submitted candidates resumes to client/vendors’ implementing partners and arranged interview slot.

Provided assistance and guidance to consultants, primarily those who passed the selection phase.

Successfully placed consultants for major clients like New York Department of Sanitation, Cognizant, Kaplan, Citigroup, TCS, and Dow Jones that generated revenue for the company.

Rendered efficient admin support including correspondence, record keeping and filling.

Prepared reports, presentations, memorandums, proposals and correspondence.

Maintained documentation of employees profiles including leave records.

Filed documents/letters systematically and kept all assigned files and database up-to-date.

Prepare consolidated administration related reports.

Channeled information and dispatched fundraising materials.

Ensured cash flows provided by Accounts Department are circulated monthly to teams.

Responsible for enough quantity of supplies to support operations. Also, processed supply requisitions.

**Areas of Expertise**

**Network Infrastructure**

Process client DNS, DHCP, subnet requirements received in the form of requests on the HP Registrar Online Automated Request System (ROARS) tool within pre-defined SLA

Perform DNS adds/moves/changes at both object and domain levels, create/modify subnets, verify/clear DHCP active/inactive leases using Alcatel Lucent Vital QIP tool & command line interface

Troubleshoot DNS/DHCP break-fix incident management tickets received through Maximo ticketing tool

Validate & execute Request For Change (RFC) for production impact scenarios as per change management guidelines

Serve as an on-call engineer once a month on a weekly rotational basis and be available for client/support team contact on behalf of the team in correspondence to user impacting severity issues

Co-ordinate with associated client support teams for cases involving shared scope of support requirement

Communicate with clients effectively to confirm requirement and validate fulfillment of tasks

Troubleshoot system and network problems

Handle issues involved in maintaining corporate infrastructure like network connectivity and security.

Set up and configure different IP services and protocol deployment.

**System Administration**

Install, configure and upgrade operating systems or software.

Modify specific application for use in operational departments.

Perform data back-up and recovery; conduct security monitoring to find out any intrusions.

Recommend changes to improve systems and network configurations.

Determine hardware or software requirements related to such changes.

Make hardware/software acquisition recommendations including helping users assess needs and provide justification for equipment and services.

**IT Support**

Provide first line technical support to computer users and ensure smooth functioning of various applications/systems. Respond professionally and effectively to requests for IT support assistance.

Follow standard help desk procedures. Resolve situations requiring urgent attention.

Offer support on the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

Accountable for accuracy and integrity of all membership data files: implement quality control mechanisms, perform data entry and oversee data entry process.

Manage users through active directory.

Diagnose hardware/software problems and replace defective components.

Monitor functioning of equipment and make necessary modifications to ensure system operates in conformance with specifications.

Train staff/users to work with computer systems and programs.

**Customer Service**

Act as first point of contact for customers while projecting professional image at all times.

Skilful in providing first-class customer experience resulting to satisfaction, loyalty and retention.

Process customer transactions and respond to inquiries in a responsive, accurate and timely manner.

Apply basic concepts, practices and procedures of handling client’s complaints while meeting quality standards for customer services. Obtain and examine all relevant information to assess validity of complaints and to determine possible causes.

Refer unresolved grievances to concerned department for further investigation.

Keep records of customer interaction, details of inquiries, complains, comments and actions taken.

Uphold proactive communication with customers through phone, e-mail or regular mail.

Contribute to the establishment and development of the organization’s goodwill/reputation.

**Personal Details**

Nationality : Indian

Date of Birth : 7th July 1988

Marital Status : Single

Languages : English, Hindi, Kannada & Tulu