**LINO**

**VISA STATUS:** Visit/Tourist **EMAIL ID:** lino-390076@2freemail.com

**CAREER OBJECTIVE**

To obtain a creative and challenging position in an organization that gives me an opportunity for self-improvement and leadership, while contributing to the symbolic growth of the organization with my technical, innovative and logical skills.

**PERSONAL QUALITIES**

* Flexibility and Adaptability to work in any environment.
* ­Willingness to learn and accept challenges.
* Good team player and positive attitude.
* Easily get involve with new people.

 **EDUCATION QUALIFICATION**

* MCA from BhartiyaVidyapeeth University, Delhi in 2018
* BCA from Guru Gobind Singh IndraprasthaUniversity , Delhi in 2015
* 12th from VidyaBal Bhawan Sr Sec School, Delhi in 2011
* 10th from Kerala School, Delhi in 2009

**WORK EXPERIENCE**

**Capgemini INDIA - April 2016 to February 2019**

Incident Manager (Feb 2017- Feb 2019):

Provide **Level 2** technical support for **ROYAL BANK OF CANADA,** performing high level troubleshooting and diagnostics for networking problems. Maintaining and monitoring performance of network, Deliver support for Remote Access VPN, SSL VPN and Blackberry Enterprise troubleshooting. Primary help desk technical assistance and troubleshooting on IT platform.

● Incident management of High Severity Incidents-Outage Management.

● Initiate Bridge Calls, drive communication and teams to ensure uptime of Infrastructure within Service Levels.

● Coordinate with Multiple teams to get the issue resolved within SLA.

● Exposure to ITIL Framework - Handle client contacts and engage as & when required.

● Worked with Right resources to resolve as issue and make sure that the issue is resolved and client is updated.

● Prepare the required reports of Command Center tickets and calls.

● Worked in Disaster recovery in regards to ensuring that all the documents are current and correct.

● Made suggestions on how to improve, based on previous issues.

● Provided training to educate L1 agents on new tools and process.

● Conduct Huddles to ensure that all the agents are aware of new updates.

**Data Center Operations and Tech Support (April 2015-Feb 2017):**

● Work with AD and other systems. Work with Remote PC access to troubleshoot potential issues.

● Send Executive communications as required.

● Deliver support for Remote Access VPN, SSL VPN and troubleshooting. Internet Connectivity Issues, VM Resets for virtual machines (Citrix receiver) and WBT's.

● Troubleshooting and closing the tickets assigned within the SLA of the severity of the ticket within an average handling time is in my KPI.

● Maintaining the tech score and the csat score while handling network and hardware issue of the client which is one of the key factors of the project.

● Deliver support for Blackberry Enterprise Issues and troubleshooting via Blackberry Enterprise Server (BES).

● Provide network operation support, problem determination and troubleshooting for network incidents and escalate to vendor and management accordingly.

● Create and maintain documentation related to system configuration, policies, procedures and service records.

● Proactively advice customer for the new releases hotfixes and latest versions of the software

● Participate and provide technical support in network implementation projects wherever and whenever required.

● Deliver extensive support via Re-imaging of computers/machines.

● Map Drives, install printers, repairs on Microsoft Office

● Worked within Service Manager 9, Service Now ticketing Tool

● Troubleshooting on Microsoft Office including extensive troubleshooting on Microsoft Outlook Issues.

● Support for specialized applications of Royal Bank of Canada via SQL+.

● WLAN Drivers support remotely

**WIPRO – April 2015 to April 2016**

* Up skilled on SAN and NAS.
Worked on remedy ticketing tool.

**➢** Monitoring & checking the root cause of the various issues that arises out of hardware & software at client’s application end.

**➢** Expert level troubleshooting of the complex problems in simple & efficient manner.

**➢** Customer handling with professional expertise.

**OTHER SKILLS:**

* I tend to excel in Technical/Leadership Roles as well as Customer/Client Service.
* I have an excellent record of not only driving projects/Incidents to resolution but also developing others to move them in the direction to succeed.
* Experience in designing, implementing, and troubleshooting network security solutions
* Active Directory,AS400, Clarity, Hardware, Printers (personal and network), Microsoft Office, Windows, Server, Email, Client Update, Software Support, Service Manager, TSM, Reporting, Card reader(IBM MSRs), Printers (Canon, HP, Epson), PinPads(Ingenico) E-signature pad(Topaz)
* Knowledge of multiple operating systems.
* Knowledge of Windows Server.
* Excellent analytical and problem solving skills
* Troubleshooting, finding the root cause
* On call support 24/7
* Documentation and change control.
* Implementing and maintaining server backup schedules.
* Ability to install and troubleshoot network connections, least privilege, audits, etc.
* Working knowledge of VMware, Xenapp , citrix console and webtool.

**DECLARATION**

I do hereby declare that the above given statements are true to the best of my knowledge.

**DATE: LINO KOSHY OOMMEN**