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Summary

• Experience

Total experience in IT Service desk & Application/POS Support in handling LATAM, NA region technology/users are 7 Years.

• Skills

Experienced in ITSM tool -ServiceNow (Orlando, San Diego), ServiceNow Agent Workspace, Toshiba commerce.

• Languages/Development Tools

SQL Server, AMS Server, Brokers, Store Gazer, Escape Journal, VHQ, Microsoft AD, Azure AD, Citrix Director, Windows Server, HPDM, Pager duty, Verizon, AS400.

• Databases

Microsoft SQL Server 2008 R2, 2012, 2014, 2016, 2017.

• Voice support tool,

Cisco VOIP, Five9.

• Mobile device & Printer tool

Avalanche Wireless mobile controller, SOTI mobile device controller, Zebra Printer Profile manager.

• Android & I phone device tool

RSA Authenticator, Ping authenticator, Microsoft MFA, Okta authentication, Google Authenticator, MS teams, MS Outlook.

• Network tool

Cisco Meraki (Access points, Switches) tool
Juniper Mist (Juniper switches, Access points)
Prisma SD WAN (Router controller)

• Career Highlights

Currently working as a Support Analyst 2/L2 Critical/Major Incident manager.

Managed 9 Incident Managers in a Team of 32 Members.

Exceeded Business expectation, meet SLAs.

Experience

 **Senior Support Analyst**
Intersoft Data Labs

Oct 2021 - Present (1 year 3 months +)

- Part of the team which provides technical support to the employees of a major retail store chain in USA and Canada (Bed Bath and Beyond)
- Work on severity 1 cases (Major Incident Manager) by engaging L2 / L3 support, infrastructure team, vendors, application teams, solution architect by opening bridge call.
- Handle escalation emails and resolving escalated cases in a cost-effective manner
- Provide appropriate status updates/reports, and undertakes review sessions with senior Technology management and Business leaders through stages of global outage until resolution.
- Support level 1 team and handle L1/L2 calls with usual Registers, kiosk, network printers, Desktop computers technical issues like -printers or POS not functioning or Networking.
- Ensuring operational effectiveness and efficiency of Incident Management process
- Identify and drive mitigation for gaps in procedure and process in the team and/or organizationally
- Provide L1/L2 Service Desk Support across a wide range of technology at Store and Corporate.
- Open Ticket with 3rd party vendors on behalf of clients and communicating the proper resolution.
- Develop and maintain comprehensive knowledge articles.
- Closely work with Toshiba, Managed Business services and Depot team to fulfil requirements and technician deployment at store
- Floor support / mentoring – Identify the training opportunity – Pull the resources (When the queues are lean) for training.
- Take ownership of tickets throughout their lifecycle in line with the ITIL model and regularly update customers on their own open ticket

intersoft

Major Incident Manager

Intersoft Data Labs

Jan 2021 - Nov 2021 (11 months)

- Technical and functional escalation where necessary.
- Aim to reduce restoration time and escalation to Situation Management for P1 incidents.

- Develop strong working relationships with support and delivery teams, management and liaise with support areas as required
- Coordination of technical restoration actions and plans via email, messaging, updating of P1 tickets in ITSM Tool

Being a L1 & L2 Critical/Major incident manager

- Worked as a Bridge between user/customer & Service Provider (Application/Production/Software teams)
- Provided on time updates to executive class/Sr management over teams & via PagerDuty tool.
- Engaged team to triage the Critical incidents on time, ensured & tried to keep the business impact down always.

intersoft

Senior Analyst

Intersoft Data Labs

Sep 2020 - Jan 2021 (5 months)

- Acting as a first point of contact for stores/corporate/warehouse users.
- Working with Network Team, POS Team, Web apps Team to support the corporate/stores/warehouse/ in their critical issues.
- Resolving Outlook/teams issues, working for access for their accounts with Security Team and End Support Teams
- Monitoring Servers for the stores, Network with L1 access.
- Using HPDM & Meraki Tool in daily basis to support thin client's user & Network for the stores.
- Troubleshooting issues with File server and Data server in the store.
- Troubleshooting thin clients, PCs, scanners, and portable handheld terminals/Barcode scanners.
- Troubleshooting and maintaining laser printers and zebra printers.
- Experience in supporting switches, Wi-Fi, routers & firewall.
- Comfortable communicating in person and via phone/e-mail with peers, management, contractors and vendors.
- Experience in supporting Windows operating system and Client software like

MS Office, VPN etc.



Associate Consultant

Interstar Technologies Pvt. Ltd.

Nov 2019 - Sep 2020 (11 months)

- Managing users account in Active Directory for Windows and different applications.
- Managing user and different types of mailboxes using Exchange Management Console.
- Software installation through SCCM
- Managing new joiners/leavers using AD and Exchange Management Console.
- Provide access to shared folders and files on user and server level.
- Handle Weekly and Monthly calls with client over Process change.
- Manage global permissions, DL creations and group modifications.
Experience of Incident Management, Maintaining SLA.
- Experience of Incident Management and common IT process.
- Creating and managing report on BMC Remedy and Service Now tools.
- Worked on Snow, Salesforce



Technical Support Specialist

Audacious Systems Design

Sep 2016 - Oct 2019 (3 years 2 months)

- Providing after sales support to registered customers
- Maintaining the sever operations- users and computers
- Maintaining group policy and created & executing new group policy as per the requirement
- Ensuring smooth execution and accessibility of data in a controlled and protected environment
- Synchronized with Clients and engineering team to deliver their technology requirements
- Contributed to the policies and procedures for Technology Operations at the site
- Assisted the clients from Connect Hosted Services

- Analyze the client's requirements thereby configuring and maintaining the network details
- Troubleshooting and Analysis of the log dumps and system/Network issue
- Formulate documentations for external clients and internal stakeholders
- Working with configuration of Routers and modem. IP addressing, subnetting, Routing concepts.
- Technical support for clients and logging tickets against their issue.
- Support on Call to troubleshoot issues regarding Network and ISP
- Worked and did troubleshooting regarding various Microsoft Enterprise products aspects on Server Operating System such as 2003, 2008, 2008 R2, 2012 and 2012 R2 along with client-side OS such as Windows XP, Windows 7, Windows 8 and Windows 8.1.
- Configuration, Implementation, administration and troubleshooting knowledge of DNS, DHCP, WINS, SMB, RRAS, VPN, RDG, HYPER-V, Browsing, Wireless, NPS, Direct Access etc.
- Understanding of OSI Model, TCP/IP protocol suite (IP, ARP, ICMP, TCP, UDP etc.).



Technical Support Engineer

iEnergizer

Feb 2015 - Apr 2016 (1 year 3 months)

- Providing after sales support to registered customers
- Maintain the server operations- users and computers
- Initiating group policy and created & executing new group policy as per the requirement.
- Ensuring smooth execution and accessibility of data in a controlled and protected environment.
- Synchronized with Clients and engineering team to deliver their technology requirements.
- Contributed to the policies and procedures for Technology Operations at the site.
- Assisted the clients from Connect Hosted Services.

Education

**B.I.V**

High School Diploma

2007 - 2008

**B.I.S.S.S**

Intermediate, Business/Commerce, General

2009 - 2010

**Indira Gandhi National Open University**

Bachelor's Degree, Computer Programming, Specific Applications

2012 - 2015

Skills

Microsoft SQL Server • Database Administration • SQL • Help Desk Support • Incident Management •
ITIL • IT Operations • Customer Relationship Management (CRM) • Process Improvement