Chandra Shekar PN

cspothrapally@gmail.com +918143303292

#MiG 36, KPHB Colony, Hyderabad-500072 +918885906364

**PRODUCT SUPPORT and INCIDENT MANAGEMENT PROFESSIONAL**

* Having overall 3 years of experience in **IT Services Management** (ITSM) and ITIL, methods, processes, strategic technology infrastructure Product, and developing cost effective solutions to meet customer business requirements and **5 years of experience in Non-IT Management**.
* Experience in Implementing ITSM Modules (Incident Management, Change Management, Problem Management, Knowledge Management, Service Request Management).
* Competent and dynamic professional with around**3 years’ experience** in **Incident, Problem and Change Management**along with**Service Desk** and **Product Management.**
* Proficient in the use of **ITSM, Monitoring, Remote Control tools**along with**Citrix, MS Office, AD**and**Exchange.**
* Possess competencies in **troubleshooting, problem solving and customer satisfaction** within defined time/cost parameters.
* **Articulate communicator with strong coordination skills**; capable of understanding clients’ requirements and thereafter perform the duties.
* Good team player with efficient communication skills and documentation skills.

**ACADEMIC PROFILE**:

* MBA in from Sikkim Manipal University.
* B. Com from Osmania University

**TECHNICAL SKILLS:**

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| 1. IT Service Management
2. ITIL Service Strategy, Design, Transition, Operation and CSI
3. ITIL Incident, Problem, Change, Release, Configuration Service Desk, Service Level, Capacity, Performance, Business Recovery, Financial, Availability

**Key Skills:**1. Service Now, Java, AjAX, HTML XML
 | * Technology infrastructure Assessment, Planning, and Implementation
* Storage Management Methods and Planning
* Capacity Planning and Performance
* Organization Transformation
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**WORK EXPERIENCE:**

* Working as an **ITIL Technical Support Engineer** in **LNC IT SOLUTIONS PVT LTD** Hyderabad from August 2016 to till date
* Worked as an **IT support engineer** in **Logitek Software India pvt ltd** Chennai location from January 2015 to July 2016
* Worked as Team leader in Adroit People Ltd it is a IT services Recruitment company from June 2013 to October 2014
* Worked as Team leader in Anantha CyberTech Pvt Ltd is IT services and Recruitment Services Company from March 2011 to May 2013
* Worked as BDM in Harsha Graphics Pvt Ltd is Suppliers of used printing. and graphic equipment from February 2010 – January 2011

**PROFESSIONAL EXPERIENCE:**

**LNC IT SOLUTIONS PVT LTD Hyderabad** August 2016 to till date

Role: ITIL Technical Support Engineer

**Description:**

LNC IT is an IT consulting and software Services Company Running its operations from its base in Hyderabad with 100+ strong work forces. LNC IT offers Software Product Development, Application Development, Web Development, Outsourced IT Managed & structure services, IT Staffing &Technology Consulting services to its clients across the globe.

***Key Responsibilities:***

* Configuration of the product as per customer requirement and provide initial training and documents as relevant. Administering the application health and ensure to maintain the service availability as promised to the customers.
* Monitoring the alerts with related to Application, DB and Jaspersoft servers and engage appropriate team/individual to keep the services running.
* Backup and restore of data from one environment to another i.e. refresh of slice from production to staging and vice versa.
* Handling product related queries and providing resolution by replicating the scenario on a test slice.
* Continuous tracking of the ticketing tool for any new product related queries/issues and provide resolution keeping SLA management in place.
* Troubleshooting various issues by collecting the relevant log files from the application and DB servers via admin console.
* Integration tools such as Jaspersoft is used for advanced reporting; any issues with reporting is handled at our end with final escalation point being Jaspersoft team.
* Web Services are used for integrating the product with any other third-party application; administering the web service functionality using the SOAP tool.
* SQL query execution in the admin console to get customer specific slice data for investigation purpose.
* Responsible for time-critical User Service/ Infrastructure restoration, technical troubleshooting within complex IT systems environment. Working with users, internal IT and infrastructure teams, third party data providers etc. throughout the service restoration process.
* Following ITIL principles in managing the cases as per the Severity. Classify them according to the SLO and prioritize. Engage with the internal teams for achieving the result which includes DB, Hosting and Engineering teams

**Logitek Software India Private Limited**  January 2015-July 2016

Role: IT support engineer

**Description:**

Logitek Software India Private Limited is a Private It is classified as Non-govt company and is registered at Registrar of Companies, Chennai. It is involved in Software publishing, consultancy and supply [Software publishing includes production, supply and documentation of ready-made (non-customized) software, operating systems software, business & other applications software, computer games software for all platforms. Consultancy includes providing the best solution in the form of custom software after analyzing the user?s needs and problems. Custom software also includes made-to-order software based on orders from specific users. Also, included are writing of software of any kind following directives of the users; software maintenance, web-page design.

***Key Responsibilities:***

* Administering the product and helping clients configure according to their requirements
* Handling Outages if any on CA Data Centers and updating the clients on an hourly basis until their services are UP and running fine. Providing the RCA for any requested issues.
* CSM configuration includes building workflows, Configuration Management, Knowledge Management and Service Level Management. Also creating KB articles and participating in CA communities for future releases of the product.
* Following ITIL principles in managing the cases as per the Severity. Classify them according to the SLO and prioritize. Engage with the internal teams for achieving the result which includes DB, Hosting and Engineering teams.
* Administration of product includes establishing SSO connection, AD sync, user management, reporting issues and slice refreshes.
* Applications Worked On:  Salesforce, Service Cloud, EMNS, Clarity PPM (Business Suite)
* Awareness of ITIL best practice methodology
* Single point of contact for users when there is a service disruption, for service requests, and for some categories of request for change.
* Responsible for time-critical User Service/ Infrastructure restoration, technical troubleshooting within complex IT systems environment. Working with users, internal IT and infrastructure teams, third party data providers etc. throughout the service restoration process.
* Strong ability to communicate clearly and appropriately with executive and management level business partners, non-technical end users, technical subject matter experts and contractors.
* Performing end-to-end incident management.
* Providing regular incident and change notifications (planned & unplanned) to impacted lines of business and senior managers with appropriate data including business impact, application affected and relevant details regarding incident resolution.

**Adroit People pvt Ltd** May 2013 - October 2014

**Role:** Team Lead for UK IT Recruitment

**Description:** Adroit People Ltd is a global consulting and IT services company based in the offering our products and services to clients from across the globe. Being in the industry for almost two decades

Composed of a wide pool of IT professionals, project managers, and industry experts; Adroit provides a wide range of services and solutions across diverse markets. With solutions that are fully flexible and scalable, Adroit is able to deliver bespoke services to its clients.

**Responsibilities:**

* Screening candidates and drawing up shortlists of candidates for clients to interview
* Analyse their requirements and identify the best ways to source talent.
* Use social media, job boards, Internet sourcing, and other technical means to source candidates for open jobs.
* Developing a good understanding of client companies, their industry, what they do, plus their work culture and environment.
* Using social media to advertise positions, attract candidates and build relationships with candidates and employers.
* Using candidate databases to match the right person to the client's vacancy.
* Briefing the candidate about the responsibilities, salary and benefits of the job in question, Meet or exceed monthly and annual agreed upon goals. Correspondence to forward to clients regarding of suitable applicants. Ability to recruit with a sense of urgency.
* Negotiating contracts

**Anantha Cybertech March 2011 -May 2013**

**Role:** Senior UK IT Recruiter

**Description:** Anantha Cybertech is IT and management consulting. Anantha Limited span across business and technology consulting, application services, custom software development, support & maintenance, IT infrastructure services and business process outsourcing.

**Responsibilities:**

* Recruitment consultants provide a vital link between clients and candidates. The role is demanding and diverse and involves:
* Using sales, business development, marketing techniques and networking to attract business from client companies.
* Submit qualified candidates to open job requirements. Identifying and approaching suitable candidates who may already be in work.
* Using candidate databases to match the right person to the client's vacancy.
* Receiving and reviewing applications, managing interviews and tests and creating a shortlist of candidates for the client.
* Briefing the candidate about the responsibilities, salary and benefits of the job in question, Meet or exceed monthly and annual agreed upon goals. Correspondence to forward to clients regarding of suitable applicants. Ability to recruit with a sense of urgency.

**Harsha Graphics Pvt Ltd** February 2010 - January 2011

**Role:**  Business Development manager

**Description:** Harsha Graphics is a New York, US based global business enterprise. It is a supplier of high quality graphics machinery. It is the most up to date international dealer specialized in selling and buying used and reconditioned graphics machinery in the domestic and international market place with the most popular models: Heidelberg, Komori, KBA, MAN Roland, Ryobi, Mitsubishi and many more.

**Responsibilities:**

* Interacting with the client to understand the project and finalize its scope.
* Mentoring junior members in the team
* Coordinating with other teams working on the same project
* Designed and conducted surveys of instructors, managers and participants.
* Researched best practices and used them in all training programs.

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| **Personal Information:**Name | PN Chandra Shekar |
| Father Name | P NarayanaSwamy |
| Date Of Birth | 22nd Jan 1984 |
| Languages Known | English, Hindi, Telugu. |
| Marital Status  | Married |
| Address | MIG -36, KPHB Colony, Hyderabad |

I hereby declare that the above-furnished information is true to the best of my knowledge.

Place: Hyderabad chandras*hekar*

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