Lokesh. N

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PROFILE

To continue my career with an organization that will utilize my Knowledge, Cloud Support skills to benefit mutual growth and success; I am a very dedicated person who is highly motivated. I work well both on my own and as part of a team. I have experience in managing both people and processes, provided support and training where required. I work extremely hard towards providing the high level of customer service, internal and external.

CAREER HIGHLIGHTS

Support Specialist with 5 years of experience in providing provisioning support

- **Bug fixing**
- **Cloud sales support**
- **Provisioning support**

AREAS OF EXPERTISE

- Attentive/Flexible
- Strong team player who learns and adapts
- Team Building and Leadership
- Strategic Planning

TECHNOLOGICAL SKILLS

- **MS Office :** advanced in MS EXCEL including PIVOT tables, VLOOKUP,COUNTIF.
- **Order Creation**: Salesforce - CPQ, Billing Handling tool Zuora, Ticketing tool Right Now, Service Now and One – Drive.
- **Monitoring Tool** (Science Logic): Tracking customers event logs like Network, Device, Bandwidth data's in Science Logic and Cloud Management tools.
- **Visio**: worked layouts, diagrams, and charts in Visio.
- **Regression and acceptance testing**: Tested regression and acceptance testing using Salesforce, TFS.

WORK EXPERIENCE

COMPANY: Prodapt   **EXPERIENCE**: 4 Years   **DURATION**: Sep 2016 – Oct 2020

Project – 1   : Provisioning Support
Designation   : Process Executive
Client   : Hosting

- Responsible for data analytics and operational consulting for Account Managers.
- Creating orders for provisioning team by using sales force.
- Handling resource upgrades (RAM, CPU, Bandwidth)
- Decommissioning servers
- Preparing weekly and monthly bandwidth status, metrics, management and customer support.
- Responsible for engaging customers over numerous communication platforms to include live chat, telephone and Hosting.com site submissions.
- Provided technical assistance for enterprise solutions and cloud services.
- Participated in migration of cloud clients within data centers.
- Creating Network diagrams and QBR slides deck for Account Managers.

COMPANY: Prodapt   **EXPERIENCE**: 1 Year   **DURATION**: Sep 2015 – 2016

Project - 2   : CPQ
Designation : Senior Process Associate
Client   : Hosting

- CPQ (Configure, Price, Quote) is a salesforce lightning tool which helps to generate accurate quote to the customer by adding different product configuration to the basked created using salesforce opportunity.
- CPQ allows us to create a basket and add Cloud computing service-related products like OS, RAM, Storage, Backup and other products to the basket.
- Done regression and acceptance tests using a test management tool called TFS (Team Foundation Server) for tracking test cases and also for reporting bugs.
- Good experience on Bug Life Cycle and analyzing the results.

CAREER ACHIEVEMENTS

- Awarded Most Valuable Player of the year 2018 - 2019 from client side.

- Received numerous on spot appreciation from clients for handling the emergency tickets.

- Received Procom Awards for handling the SLA and for maintaining customer satisfaction.

ADDITIONAL CAPABILITIES

- Team player with Hardworking, Positive Attitude and Quick Learner

- Problem analysis and problem solving

- Organizational skills and customer service orientation

- Adaptability and commitment to team work

EDUCATIONAL QUALIFICATION

COURSE	COLLEGE	MARKE PERCENTAGE
BCA (Bachelor of Computer Applications)	Dhanraj Baid Jain College, Chennai	60%

Declaration

I hereby declare that all information and facts given above are true to the best of my knowledge and belief.

Lokesh. N