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| SRG Objective Seeking assignments in Application Production Support, Service Desk with an organization of repute in the IT Sector. Skills Application and Production Support L1/L2 in IIS, Windows Server, Trained on AWS Solution Architect Module, LINUX, SQL Server. PERSONAL Dossier DOB: 15-05-1987  Marital Status: Married | |  | | --- | | Girish SR|Senior Technical Support Engineer | |  ExperienceAround 6.5 years of experience in Application and Production Support L1/L2.Senior Support Engineer • ARRIS India•Dec 2015 To Till Date I Recruited from Collabera and deputed to client location ARRIS India for Charter project in Dec-2015 in Jan-2017 ARRIS converted to permanent employee to server Charter Project  I have Valid Business B1/B2 VISA for USA  **CLIENT: CHARTER**  **Team size: 15 (Onsite and Offshore)**  WorkAssure is a powerful suite of tools that, with browser-based business applications, take advantage of the latest advances in handheld PCs and wireless communication to maximize the potential of your mobile workforce. Senior Support engineer • productive edge • june 2015 – To December 2015 **CLIENT: HUMANA VITALITY (HIPAA CERTIFIED)**  **Team size: 10**  Humana Inc. is a Louisville, Kentucky-based for-profit health insurance company. As of 2014 Humana has had over 13 million customers in the U.S reported a 2013 revenue of US$41.3 billion and has had over 52,000 employees. Senior Support engineer • SOFTTEK INDIA • AUGUST 2014 – To JUNE 2015 **CLIENT: BROADCOM**  **Team size: 7**  Broadcom Corporation is an American fabless semiconductor company in the wireless and broadband communication business. The company is headquartered in Irvine, California. Consultant • CAPGEMINI INDIA • NOVEMBER 2010 – To AUGUST2015 **CLIENT: ALCATEL-LUCENT**  **Team size: 8**  Alcatel-Lucent has been present in India since 1982. We serve service providers and their customers, as well as enterprises and institutions throughout the world. Alcatel-Lucent was the first company to manufacture Digital Switching Equipment in local partnership with ITI. Since then, as a leader across mobile, fixed, IP & Optics domains, we offer end to end solutions that help our customers realize the potential of a connected world. Alcatel-Lucent India today is a trusted partner for service providers, enterprises, defense, energy and transportation providing solutions across voice and data communications. EducationMS IN computer science • May 2013 • CHRIst universityCERTIFICATION and trainings  COMPLETED ITIL® FOUNDATION EXAMINATION V3 CERTIFICATION, REGISTRATION NUMBER: 9980053333497895 CERTIFICATE NUMBER: GR750156266GS   COMPLETED ITIL® INTERMEDIATE IT SERVICE OPERATION (SO), REGISTRATION NUMBER: 9980053333497895 CERTIFICATE NUMBER: GR754048729GS   Trained Interpersonal Communication, E-mail Etiquette, Customer Interaction.   Trained on Six Sigma Yellow Belt yet to take certificate. Roles and responsibilities |

* Around 6.5 years of experience in Application and Production Support L1/L2 in IIS, Windows Server, AZURE Cloud, AWS, UNIX, SQL Server.
* Adhere to ITIL V3 standards process for effective customer support and accountability.
* Respond to incidents/service request and provide updates in a timely manner.
* Performing server maintenance activity for application.
* Responsible for installing new web sphere and IIS instances.
* Responsible for code deployments in production and pre-production environments.
* Reviews of manuals and designs for Websphere Application Server solutions.
* Monitoring of cronjobs running on production servers.
* Scheduled reboots of the Web server and Web sphere services.
* Restarting of IIS Services in servers.
* Repair and recover from hardware or software failures.
* Remote Server support and Administration of high end critical production servers.
* Perform operating system problem determination, resolution steps and troubleshooting.
* Provided assistance to the counter parts in major Software and Hardware changes and assisting storage management team in backup and recovery issues.
* Coordinate and communicate with onshore customers.
* Providing Root Cause Analysis for Major Issues.
* Follow schedule reboots and weekly reboots for servers after checking week end backups.
* Headed CAB meetings to get approval for emergency deployments.
* Strong determination to face and achieve challenges, willingness to work hard, target driven, punctual, Self-motivated ability and willingness to learn and grasp new technology. Good team player.