

Praveen Kumar I

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Objective:

“Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the Organization As well as enhance my knowledge about new and emerging trends in IT sector”

Work Experience

March 2019 – Present

Senior Service Delivery Co-Ordinator *DXC technology – Kalyani Tech park, Bangalore Karnataka.*

- ✚ Experience with Windows/Linux/Mac OS environments • Diagnose and troubleshoot basic technical issues • Familiarity with remote desktop applications and help desk software (eg. ServiceNow) • Excellent problem-solving and communication skills • Additional certification in Microsoft, Linux, or similar technologies is a plus • Help create technical documentation and manuals • Follow up with clients to ensure their systems are functional • Conduct remote troubleshooting • Tapzo Cyber Crime, Bangalore.
- ✚ Maintained excellent attendance record, consistently arriving to work on time.
- ✚ Resolved Priority problems, improved operations and provided exceptional client support.
- ✚ Increased customer satisfaction by resolving Windows or MAC OS issues.
- ✚ Monitored servers and escalated emergency technical issues beyond scope to maintain optimum up-time.
- ✚ Configured, managed and troubleshoot VOIP and multi-media (video) distributed systems and platforms.
- ✚ Provided complete end-to-end engineering and installation of route-based IP network solutions.
- ✚ Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- ✚ Configured hardware, devices and software to set up workstations for employees.

November 2018

Junior SOC Analyst *Posmab Technology Bangalore, Karnataka*

- ✚ Develop plans and make calculations for a variety of elements within an engineering project
- ✚ I was part of QA and automation as well
- ✚ Advocated for aggressive testing and problem analysis for server, desktop and IT infrastructure work.
- ✚ Planned, designed and performed manual and functional project testing and reported defects.
- ✚ Complied with quality and information security policies and procedures.
- ✚ Developed drawings to outline project steps.
- ✚ Reviewed relevant codes and made decisions in accordance with requirements.
- ✚ Designed Project under direction of experienced engineering professionals.
- ✚ Created written specifications for projects.

March-2018

SOC Analyst *TAPZO, IBC Knowledge park, Bannerghatta Road, Bangalore Karnataka*

- ✚ Respond to Police queries in a timely and accurate way, via phone, email or chat • Assist in training junior Customer Support Representatives • Monitor customer complaints on social media and reach out to provide assistance • Update our internal databases with information about technical issues and useful discussions with customers.
- ✚ Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
- ✚ Helped streamline repair processes and update procedures for support action consistency.
- ✚ Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- ✚ Collaborated with vendors to locate replacement components and resolve advanced problems.
- ✚ Explained technical information in clear terms to non-technical individuals to promote better understanding.
- ✚ Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
- ✚ Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- ✚ Check Alerts and maintain the SLA for the day by responding.

Education

April- 2019

St. Joseph College Bangalore (Autonomous)
BCA (Bachelor of Computer Application)

March - 2016

Christel House Pre-University College Bangalore
PCMC (physics. chemistry, mathematics, computer science)

March 2014

Christel House India

Skill

C
C++
Java
Oracle
Software Development Process
Hardware and Networking
C#
Database






Certification

St. Joseph College Bangalore (<i>Autonomous</i>)	Hardware and networking
Udemy	SOC Analyst

Hobbies

Playing Cricket
Reading Books
Photography
Outdoor Activities

Personal Details

NAME	Praveen Kumar Isreal
Date of Birth	03-07-1996
Gender	Male
Languages Known	<div><div></div>English</div> <div><div></div>Tamil</div> <div><div></div>Kannada</div> <div><div></div>Hindi</div> <div><div></div>French</div>
Contact Number	9066623567
Email:	Chipraveen03@outlook.com

Declaration:

I hereby declare that the Statements furnished above are true and correct to the best of my knowledge and belief.

Place: Bangalore