

PROFESSIONAL SUMMARY:

- Overall, 3.5 years of experience in Service Management, Incident management, Customer support mentoring, and service desk.
- Experience on Incident Management , Change Management & Problem Management
- Good knowledge on Service Level Management.
- Team Management
- Having experience on service level agreement and OLA.
- Resolve Incidents within the specified Service Level Agreements
- Exceptional Communication & Presentation skills
- Training and development skill
- Ability to work in a team and leadership qualities

PROFESSIONAL EXPERIENCE:

- June 2016 to December 2018 worked as **Admin** at Seciom Degree &pg College.
- Working as ServiceDesk engineer in **Mindtree** Bangalore from January 2019 to till now.

EDUCATIONAL QUALIFICATION:

- Completed **MBA** in 2016

EXPERIENCE

Company : **Mindtree**
Duration : 3.5
Current Role : Incident manager & Service Desk Engineer

ROLES & RESPONSIBILITIES

- Investigate and diagnose Incidents to restore a failed IT Service as quickly as possible.
- Resolve Tickets related to Outlook, VPN, Active directory, DNS
- Resolve Incidents within the specified Service Level Agreements/Operational Level Agreements.
- Provide specialized investigation and diagnosis of all Incidents and Service Requests.
- Escalate Major Incidents to the Incident and/or Problem Manager.
- Verification of resolution with end-users and resolve assigned Incidents.

- Record and classify received Incidents and undertake an immediate effort in order to restore a failed IT Service as quickly as possible
- Assign unresolved Incidents to appropriate Tier 2 Support Group
- Log all Incident/Service Request details, allocating categorization and prioritization codes
- Keep users informed about their Incidents' status at agreed intervals
- Verify resolution with users and resolve Incidents in ITSM tool

PROFESSIONAL CERTIFICATION:

ITIL Foundation V3 Organizational certified

PERSONAL DETAILS:

DOB: 22/06/1993

Marital status: Single

Declaration I hereby declare that the above-mentioned particulars are true to the best of my knowledge and belief.

Date:

Place:

N RAJASEKHAR