**Sunil Mishra**

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Current Location: Bangalore, India

Address: 7a Sri sai sadan sarjapur road Bangalore-560035

**Objective:**

To pursue a highly challenging and motivating career that provides me an opportunity to prove myself and to be recognized as a responsible and competent professional, acquiring specific skills at each level and give my best efforts to work for overall growth of the organization.

**Core strengths:**

* Goal oriented and able to handle multiple tasks
* Excellent interpersonal communication, time management and problem resolution skills.
* Extensive knowledge of CRM tools and business application.
* Great experience with storage techniques
* In-depth understanding of storage industry and technical trends
* Ability to analyse profitable use of information technology
* Good understanding of enterprise storage environment

**Work Experience:**

**Company – IBM (Concentrix)**

* **Client Name:** Talk Talk.
* **Domain –**  Operations.
* **Role –**  Technical Support Executive.
* **Period –** Dec 2010 till Oct 2014.
* **Job responsibilities-** Worked in UK based telecom project of IBM.
* Worked as a technical support executive for a UK based client and provide remote support to all customer.
* Worked on real time basis to resolve technical also engage field engineer if required to resolve customer issues.
* Managing and assisting customers, always focused on one call resolution.
* Good team player with management skills, always motivate new team members and helping them to resolve customer issues.

**Company - Wipro Limited**

* **Client Name:** Dell EMC corporation
* **Domain –**  Storage (SAN)
* **Role –**  Technical Support Engineer (DELL EMC)
* **Environment:** SAN/ NAS
* **Period –** Nov 2014 - present
* **Job Responsibilities –** Resolving the automated and customer generated tickets.
* Handle the acceptable volumes of user requests/calls and complete them in the specified Time to meet the SLA targets.
* Assisting EMC Field Engineers when an issue occurred during any FRU replacements. Server rebooting with prior information to clients without any business impacts.
* Assisting L1 support engineers to resolve various issues related to XtremIO including issues during storage provisioning, Disaster recovery operations and storage hardware related issues. Mentoring new Tech Support Engineers.
* Responsible for resolving the tickets via calls, emails or any other communication medium.
* Direct interaction with the EMC's global clients and EMC's local authorities to resolve any issues.
* Identify and resolve the complex issues on a day-to-day basis, escalating if required to the relevant support area and senior management.
* Responsible to achieve highest level of customer satisfaction, maintain customer CSAT rates and drive the team towards the excellence by providing the various trainings on a monthly basis.
* Checking the XtremIO array health status remotely and take an appropriate actions if any issues found.
* Analyse and resolve escalated problems within target. Ability to manage storage arrays using both CLI and GUI tools.
* Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult customers.

**Educational qualification:**

* MBA from Sikkim Manipal University.
* Bachelor of Arts from RML University UP.
* Class 12th from UP board.
* Class 10th from UP Board

**TECHNICAL SKILLSET:**

* EMC XtremIO
* SAN, NAS
* Familiar with the **RAID** concepts.
* Skilled through the **EMC Storage.**

**TRAININGS/CERTIFICATIONS:**

* Successfully cleared **ISM (Information Storage & Management)** certification presented by EMC.
* Trained in storage administration and support of all versions of EMC XtremIO,
* Underwent training on enterprise storage technologies at Wipro Technologies, Bangalore

**AWARDS AND ACHIEVEMENTS:**

* Performance Award for being top performer in IBM in Q3 2013.
* Performance award for being top performer in Wipro Q2 and Q3 2019.

**Beyond work:**

* Listening music**.**

**Personal Details:**

 Date of birth: 18 December 1988

 Nationality: Indian

 Gender: Male

 Linguistic Fluency: English, Hindi

I hereby declare that the details given above are true to the best ofmy knowledge and belief.

Date: **(SUNIL MISHRA)**