### **CURRICULUM VITAE**

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**Career Objective:**

To succeed in an environment of growth and excellence and earn a job, which provides me job satisfaction and self-development to help me achieve personal as well as organizational goals.

**Total Experience: 8 years**

**Present Experience:**

**Organization: eG Innovations Pvt Ltd, Chennai**

**Designation: Technical Consultant**

**Duration: October 2014 to Present**

**Responsibilities:**

* Provide web-based and on-site (Singapore, Malaysia accounts) implementation of eG monitoring solutions
* Handling Pre-Sales and Post sales for APAC region accounts.
* Team with consulting partners to provide training, and product implementations
* Build consulting relationships with customers and partners
* Work with the product management team to provide product enhancement ideas
* Assist prospective customers while they evaluate eG solutions
* Implementing and monitoring devices/applications for performance monitoring
* Log analyses and understand the phase of issue
* Troubleshoot issues related to monitoring
* Simulate customer issues and work with development team to fix the issue
* Testing eG enterprise suite for bugs, mostly into UI, functional and smoke testing
* Coordinate with development team; test patches for the reported issues
* Update and document test cases and bug tracker
* Install, configure and troubleshoot issues related to the monitoring product on Linux and Windows platforms

**Previous Experience:**

**Concentrix Pvt Ltd, Chennai**

**Technical Support Engineer**

**January 2014 – October 2014**

**Roles and Responsibilities:**

* Joined Concentrix as Technical Support Engineer, L2 for the Symantec Backup Exec program from Symantec used for Backup and Restore for Imaging, deployment, and management of Windows and Linux systems in a corporate environment.
* Part of the Global Front end team that provides technical support to Enterprises using Symantec Backup Exec.
* Supporting Enterprise Customers through Live Calls, Web cases and Emails
* Following up with the customers on a regular basis, till the reported issue is resolved
* Analyzing the frequently occurring issues and providing permanent Solution for those issues.
* Providing Remote assistance to customers through WebEx
* Analyzing log files collected from customers for issue identification and resolution
* Identifying and communicating new issues or product bugs to other Teams
* Coordinating with Clients for identifying root causes for new issues
* Publishing and updating Knowledge Base Articles based on the new resolutions provided
* Tracking Escalations sent to Clients and analyze reports
* Meeting and Improving First Day Resolution Rate(FDR)

**CSS Corp Pvt Ltd, Chennai**

**Technical Support Engineer**

**August 2011 to Jan 2014**

**Roles and Responsibilities:**

**Multiple product Support for Consumer line of Business**

The Client is Netgear, having all-in-all network support for any product line.

* Provide L2 support for all OS related issues.
* Network solutions for various network devices through PC or MAC environments.
* Full Scope of support regardless of product line for consumers.
* Part of the Knowledge Team for the project.

### ***PERSONAL DETAILS***

Nationality : Indian

Current Location : Chennai

Gender : Male

Date of Birth : 16 – April – 1990

Languages Known : English, Hindi, Telugu and Tamil