Kottiswaran G

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An Overview

- Overall 9+ years of experience in Network support, Infra. environment and SOC support
- Currently working as Sr. engineer with **GAVS Technologies** Chennai.
- Have been experienced in IP networking peripherals and end to end support for the same for leading Australian Telecom Company at Wipro Ltd.
- Having hands-on experience with dealing escalation challenges and other tools related.
- Having experience in communicating with onshore Australia, UK & Europe clients for ongoing issues and coordinating with project fulfillment .
- Have involved in many migration projects with other OTT products Lebara Play & Lyca TV
- I have an innate urge to learn more and having energy to transform learning into action with an impulse to soar to a top-notch career.

Technical Skills

- **Product/Domain involved** : NOC/server monitoring, Active Directory and OTT Cloud.
- **Platform**   : Service now, SAP ticketing AWS Cloud, SCCM ,Python etc
- **Technology/Protocol**   : Command center, ITSM/ITIL , IAM, Application support etc.
- **Hardware Platform**   : Android OS based platform & OTT devices.
- **Tools**   : Servicenow, Cherwell, SDNM, Api, Fixit,Youbora,etc
- **Process**   : Infra, support Lead, Application support, command center ops.

Professional Experience

Gavs Technologies	Currently from Aug. 2022 till now
Tata Consultancy services, Chennai	From Jan 2021 to March 2022
YuppTV India Pvt. Ltd., Chennai	From December 2016 to December 2020
Wipro Ltd., Chennai	From November 2013 to Feb. 2016

Key responsibilities handled.

- ➢ Working as Sr. Engineer in GAVS Technologies, Chennai
- ➢ Responsible for Network evaluation operations for various clients
- ➢ Worked as IP consultant (SME) for Telstra Business Systems in Wipro Ltd.
- ➢ Responsible for troubleshooting and upgrading existing operational environments.
- ➢ Provide pro-active change management with customers to ensure that customer impact of service/network Changes and planned outages are minimized.
- ➢ Monitoring, troubleshooting and escalation of Play services. Associating with NOC and testing team in the development of the product on various platforms.
- ➢ Working on escalated problems, identify bugs and troubleshoot them to provide better services.

Experience Summary

GAVS Technologies   **Currently from Aug. 2022 till now**
Sr. Engineer

As a part of my role in GAVS, working as a Command Center Team Lead on escalations and analyzing the route cause problem. Being a Team lead for user NOC operations in order to provide proper support to client users as well as assisting them in case of any network device issues as well as Client IT infrastructure.

Project	Lead – Command Center Technical Team
Role	Team Lead – NOC support
Period	Aug. 2022 → Till Now
Key Contributions & Responsibilities	Worked on NOC monitoring support, Need to manage and support IT infra. Services. Create, assign, and update incidents using ticketing tools. Provide regular updates on incidents while collaborating with other IT areas to detect and resolve network issues as necessary. Work with vendors to resolve issues and manage communications, including coordinating equipment replacements necessitated by failures or obsolescence.

Tata Consultancy Services   **From Jan. 2021 till Mar.2022**
IT Analyst

As a part of my role in TCS, working as a service desk associate on escalations and analyzing the route cause problem. Being a service desk associate for user help desk operations in order to provide proper support to client users as well as assisting them in case of any access issues as well as user's account management.

Project	Integrated Command center – L1 Support
Role	Service Desk associate
Period	Jan 2021 → March -2022
Key Contributions & Responsibilities	Resolved 95% of the tickets at the first attempt without escalation. Provided assistance via remote control service in order to install software or resolve an issue. Worked with Active Directory to build user network profiles, reset passwords, unlock accounts, etc.

YuppTV India Pvt. Ltd.   **From Dec. 2016 till Dec. 2020**
Senior Technical Support Executive

As a part of my role in YuppTV, working as a SOC Engineer on escalations and analyzing the route cause problem. Being a SOC engineer for UK/Europe operations in order to provide proper support to antipiracy team as well as assisting them in case of any piracy issues.

Project	(Lyca migration, lebara migration & SOC operations)
Role	Soc Lead
Period	Dec. 2016 → Till Dec. 2020
Key Contributions & Responsibilities	Being SOC Engineer working escalation platform and ensuring no more Providing Level 3 support to technical support team and assisting them to ensure clean work. Responding to emergency situations and performing effective troubleshooting during production outages.

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Wipro Ltd , Chennai.   **From Nov. 2013 till Feb. 2016**
Officer

   As a part of my role in Wipro, I have worked on complete IP implementation process towards various application including updation of details inside cloud server .Have been a part of Quality analyst I myself ensure that proper fulfillment was perfectly setup on customer end and finalizing the service towards the end.

Project	Telstra IP Fulfillment
Role	IP Escalation Spoc, Subject Matter expert
Period	November 2013 --> February 2016
Contribution	Working on escalation tickets, coordinating, and providing end to end support to onshore team. Provide pro-active change management with customers to ensure that customer impact of service/network Changes and planned outages are minimized. Worked as SFIN SPOC, testing, and commissioning the service as per customer. requirements.
Recognition	Best innovative recognition award from customer. Won best performing award from client side without any escalation in the year 2014.

Education

- **Master of Engineering communications and networking,** 2018, Saveetha Engineering college affiliated to Anna University with 7.6 CGPA.

Interests

- Reading and listening to music
- Online racing games
- Exploring articles of current affairs of India

Personal Details

- Date of Birth   : 30 August, 1988
- Languages known   : English, Tamil, Hindi (read and write)
- Nationality   : Indian
- Address   : 9 Ponni Amman oil street, annanur, Chennai -600077

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   I hereby declare that all information given above are true and correct to the best of my knowledge and belief.

Place: Yours faithfully,

Date: (G. Kottiswaran)