|  |
| --- |
| **BHAVSAR MANOJ S.****Mobile**: +91- 9561347152; **E-Mail**: bhavsar.manoj1@gmail.com |

**Incident Management & Service Desk Management**

**ITIL V3 Certified Professional | Microsoft Certified System Engineer**

To associate with an innovative and vibrant organization, this allows me to put my competencies to the best use, to add value to the organization and contributes to my overall growth as an individual.

Targeting new heights of success with integrity, hard work & dedication and leaving a mark of excellence on every step in **IT Services Management** with a company providing continuous learning and development opportunities in a fast paced and constantly evolving environment.

|  |  |
| --- | --- |
| **AREAS OF EXPERTISE**IT Service ManagementIT Infrastructure ManagementIncident ManagementChange ManagementProblem ManagementVendor ManagementBackup & Contingency PlanningSoftware Support & InstallationNetwork ManagementSystem & Server AdministrationCloud Technology AdministrationTechnical Support | **PROFILE SUMMARY** * Certified ITIL V3 Foundation with 12 years of experience in leading and managing team for ITIL Processes involving Problem, Incident & Change Management, SLA Management, Resource Administration, Quality Management, Client Relationship Management and Technical Support
* Comprehensive understanding & proficiency in LAN/WAN administration, server configuration, desktop support, technical procedure documentation and client relations
* Technical skill set in project management, customer service, incidence management and escalation management
* Subject matter expertise in IT Services Management (ITSM) methods, processes & practices and working on cost effective solutions to meet customer / business requirements
* Gained experience in monitoring servers and providing prompt & timely 24x7 support to clients on various issues while managing global helpdesk and training team members on the same
* Delivered network maintenance support and responded to outages during off-hour software deployments within established Service Level Agreements (SLAs)
* Excellent communication & interpersonal skills with proven aptitude in resolving complex networking, hardware and software related issues
 |

**CERTIFICATIONS**

* ITIL Intermediate (Service Operation) | 2017
* ITIL V3 Certified Professional | November 2012 (Foundation)
* M. C. S. E. (Microsoft Certified System Engineer) | 2008

**WORK EXPERIENCE**

**Jul 2019 - till date: Experis IT ManpowerGroup as IT Service Desk Engineer and Incident Manager**

Client: Arrow Electronics Pvt. Ltd.

* Extending in house, technical, network and Security support to Arrow Employees over the globe all the troubleshooting of the virtual machines, Laptop, desktop, docking station, server monitoring using solar wind application for any outage or critical issues
* Effective resolving the tickets which gets escalated and is not resolvable by level 1 support
* Mapping and troubleshot printer, scanner, shared drives on user’s account
* Extending access to users through Active Directory and managing their accounts provided all support related to VPN queries
* Working on tools like LDAP, SCCM, Active Directory, Service Now, CA Service desk, BMC Remedy, RSA, Lotus Notes, Citrix, Pulse secure, Global Protect etc. starting Bridge for any outage or critical issues
* Contacting DBA, Change management and other teams for any migration
* IDAM responsibilities as recently got promoted to IDAM team

**Jan 2019 - Jul 2019: Future Focus Pvt. Ltd., Pune as IT Service Desk Engineer and Incident Manager**

Client: IBM Global Process Services (Infrastructure Management Services)

* Tracking inventory of all stocks spares and faulty parts to be returned back to stores on quarterly basis
* Ensuring quarterly updates of inventory records of all computers, printers & peripherals
* Following-up on end-to-end closure of the case after taking required confirmation from the user & maintaining SLA
* Generating daily productivity call report, call logged tracker and engineer attendance to be sent to HO on daily basis
* Preparing network response monitoring report to be sent on monthly & preventive maintenance report quarterly to HO

**Aug 2014 - Apr 2017: Tech Mahindra Ltd., Pune as IT Service Desk Engineer and Incident Manager**

**Jan 2017 - Apr 2017: IMS Project as System Engineer | Jan 2016 – Dec 2016: MAFP Infrastructure Management Services**

* Managing IT infrastructure for the client - MAF-P based in Gulf
* Acting as Single point of contact between users’ and support group
* Coordinating between different support Groups and other application related issue
* Making ticket updates for all Severity issues (Sev1 & 2)
* Working within an ITIL based Incident Management framework to ensure 100% availability
* Ensuring all incidents are correctly flagged and resolved within given SLA

**Aug 2014 – Dec 2015: AT&T (EMOC-Event Management Operation Centre) Project Operation as IT Incident Manager and System Engineer**

* Ensuring escalation matrix is followed correctly and Working on Patching Activity
* Handling queue management and ensuring L-1 and L-2 team respond to customer request and ticket within SLA
* Ensuring escalation process is followed correctly according to the defined SLA
* Taking necessary actions in case of major issues OR incidents with documentation
* Resolving high severity issues are addressed properly in timely manner
* Steering the bridge and involve the concerned people in case of major issues
* Actively working on UNIX and LINUX Tickets in AT & T Project

**Mar 2014 - Jul 2014: Impact InfoTech Pvt. Ltd. as IT Service Desk and Incident Manager**

Client: Satyam-Tech Mahindra (Bangalore) with Infrastructure Management Services (Project Name – Mubadala)

* Monitoring call & event on SCOM (System Center Operation Manager), BSM (Business system manager), SCCM (System Centre Configuration Manager)
* Actively worked on Active Directory to create LAN ID and provide the Read, Write and execute access to all users
* Generating Daily Call Reports, Daily Performance Reports, Daily Turn Around Time Report
* Handling calls and creating tickets on the issues of end user

**Aug 2013 - Feb 2014: Future Focus InfoTech Pvt. Ltd., Pune as Centralized IT Service Desk**

Client: IBM Global Process Services

* Creating incident, update work log, prioritize and categorize the incident.
* Applying first call resolution using Knowledge base, indicate article number used, and provide feed-back on the article if applicable
* Engaging Corporate Incident Management when a Major Incident is identified or when client requests escalation providing current status, managing caller’s expectations by providing current service level
* Identifying trends on high call volumes that indicate Major Incident is in Progress
* Engaging support teams as required for Critical and High priority tickets
* Actively working on Active Directory to create LAN ID, Lotus Notes ID, Inotes ID, and VPN ID and provide the Read, Write and execute access to all users

**Feb 2013 - Jul 2013: Dimension Data Ltd. Mumbai as IT Service Desk (Executive) Support**

Client: Vodafone India Services Private Limited (VISPL Pune)

* Tracking call & event on BMC Remedy 7.6.
* Actively working on Active Directory to create LAN ID and provide the Read, Write and execute access to all users
* Creating Daily Call Reports, Daily Performance Reports, Daily Turn Around Time Report
* Responding to calls and creating tickets on the issues of end users

**Oct 2008 - Feb 2013: Network Solutions (An IBM Company) as Centralized IT Service Desk**

Client: IBM Global Process Services

* Generating incident, update work log, prioritize and categorize the incident
* Actively worked on Active Directory to create LAN ID and provide the Read, Write and execute access to all users
* Ensuring tickets are assigned correctly if unable to resolve within the service desk
* Engaging Corporate Incident Management when a Major Incident is identified or when client requests escalation
* Providing current status, managing caller’s expectations by providing current service level
* Applying first call resolution using Knowledge base, indicate article number used, and provide feed-back on the article
* Collaborating with cross functional teams to analyse, investigate and diagnosis root cause of issue, as well as completion of corrective actions. Engaged at a basic technical level in discussions to evaluate those solutions
* Resolving all critical and major incidents within SLA and OLA response and sending out the critical alerts for such incidents
* Collaborating with support teams as required for Critical and High priority tickets
* Following the IBM Daksh process as per norms like Attending Calls and resolving it from the engineer within deadline and then close the ticket after confirmation from the user

**PREVIOUS EXPERIENCE**

**Jan 2007 - Nov 2007: Kimberly Clark in Pune as Assistant**

**EDUCATION**

* M. A. from North Maharashtra University in 2003
* B. A. from North Maharashtra University in 2001
* H. S. C. from Nasik Board in 1997
* S. S. C. from Nasik Board in 1995

**IT Skills:** MS-Office, Internet Browsing, E-Mail, CD Writing

**PERSONAL DETAILS**

**Date of Birth:** 30th January 1979; **Languages Known**: English, Hindi and Marathi

**Permanent Address**: Yash Sankul, A-8-Wing 2nd Floor, Flat No. 5, Pimple Saudagar Opp – Swaraj Garden, Pimple Gaurav Road, Annex – Aundh Pune - 411027

**Passport Details**: Passport No.: J2170871 | Date of Issue: 09/08/2010 | Dated of Expiry: 08/08/2020