**AKASH KUMAR**

MALE, 27│CONTACT: 8210819564 │EMAIL: akashapplication@gmail.com │LOCATION: HYDERABAD

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| **CORE COMPETENCIES** |

**Team Building Dell EMC DPA Technical Knowledge Enterprise Technical Support Service Delivery Customer & Stake holder management Escalation Management**

**Incident Management Automation & QA Project Management**

**Technical Support Infrastructure Services Service Desk**

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| **OBJECTIVE** |

A self-motivated individual having **overall 5 years 11 months** of work experience. Working as a Process Lead in **TATA CONSULTANCY SERVICES Ltd, Hyderabad, India.**

Worked as a **Project Lead** for two products in **Wipro Ltd, Hyderabad, India** offering expertise in process improvement, automation, budgeting and head count forecasting. **Having industry standard certifications on EMC technology with 2+ years of technical hands-on**. **Managed team of 22+ Engineers- troubleshooting on EMC DPA and SourceOne via tickets in a 24/7 environment.**

Seeking a position of Project/Operations Lead/Manager to lead and manage a team and provide solutions that will positively impact the employee growth along with the financial benefit to the Organization.

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| **PROFESSIONAL EXPERIENCE** |

1. **Tata Consultancy Services Ltd. Process Lead (Grade- C2-I .T. Analyst) September 2019 – Till Date**

***Responsibilities: -***

* Coordinating day-to-day execution of the process.
* Identifying and implementing changes to the process.
* Identifying exceptions and deviations, as well as management of these situations
* Communicating new and changed policies to the Shift Leads, SMEs and trainers.
* Coordinating with the Quality Analysts and make sure that Technical Support Agents are complaint.
* Ensuring the standards and procedures are being followed by the L1 technical support agents.
* Facilitating resource commitment and allocation as per business Requirements.
* Preparing Training Plan for the SMEs for the new process updates and for the L1 agents.
* Identifying and implementing process improvement to improve and maintain the SLAs.
* Creating, analyzing and distributing process reports as per requirement by the higher management.
* Acting as focal point for process to communicate with clients, service providers, and management.
* Facilitate resolution of issues with items not complying with the process.
* Following defined escalation path when needed, as defined in the escalation policy.
* Preparing Roster of the shift Leads, SME and associates as per their competency in the required shifts based on business requirements.
* Notifying the participants in the process when standards and procedures are not being followed.
* Performing day to day process administration.
* Ensuring completeness and integrity of information collected to conduct daily operations.
* Establishment of measurements and targets to improve process effectiveness and efficiency.
* Responsible for evaluating the performance of the process.
* Assists auditing of the process for compliance with documented procedures.
* Taking hurdles with the shift Leads, SMEs and trainers to understand the challenges in the process.
* Finding the root cause and solution to meet the SLAs and KPIs.
* Scrubbing tickets in SERVICE NOW and generating reports from it.
* Handling escalations.
* Motivating the team to meet the SLAs and guiding them with the required smart work to fulfill client requirements.

1. **Wipro Ltd. Project Lead April 2018 – September 2019**

***Responsibilities:-***

* Resolving the day to day challenge i.e. Disciplinary issues (Punctuality to work), Engineer productivity, Quality Reports, & providing constructive & documented feedback to engineers. This helped in **Increase in Avg. Productivity, Avg. Accept vs closure volume trend, Avg. incoming vs Accept trend/engineer** & simultaneous **Reduction in Backlog Volume & Client Escalations**.
* **Taking team hurdle** and educating the engineers about meeting the **QA Targets** and **CSAT Scores**. Also making them understand about the criticality of SRs. Introduced **spot “RnR”** to boost & motivate the high performing individuals & also to instigate healthy competition within team.
* Proactively keeping the **Stake holders informed** about any upcoming issue & getting onto calls with SAM/ASM/DSM to understand their concerns & assuring the best possible assistance in driving any escalations to closure.
* **Auditing Tickets/SRs** to ensure the sanity checks of process & to proactively identify mishandled tickets if any & rework on those as applicable.
* Driving completion of all mandatory courses at the Organization level for self & Team. Ensured my team is projected in green in all parameters while reports are generated/shared by PMO Team.
* Responsible for overall delivery for Dell EMC **DPA & SourceOne team**, Automation, business value initiatives, Contract compliance (meet/exceed SLA/KPI targets), COD and Customer satisfaction of the engagement.
* Preparing & conducting weekly, monthly & Quarterly Business reviews with both internal and external senior Leadership team.
* Driving the closures to meet **the monthly/Quarterly closure targets.**
* Trying out and innovating new ideas to meet the **Revenue Targets.**
* Implemented a set of comprehensive tracking processes to monitor Engineer's performance & Quality of SR handling.
* **Implementing effective employee engagements** including career planning, capability building and providing right opportunities. Driving people processes – **Timely appraisals, Progression, Conducting Team Huddles, 1-1 weekly/monthly reviews** etc.
* **Handling Client Escalations** via emails/calls & driving them to resolution.
* **Preparing the Daily/Weekly/Monthly reports using Excel & PowerPoint for presentation to a bigger forum.**
* Recommended multiple automation ideas to Automation Team. **This developed a BOT (Log Analyzer)** which reduced the SR/Ticket handling time.
* Recruitment of New team members in case of Attrition.

1. **Wipro Ltd. Subject Matter Expert(SME) Dec 2017 – April 2018**

***Responsibilities:-***

* **Reviewed SRs/Cases** on a daily basis.
* **Joined WebEx** on escalated and critical cases of L1 Engineers.
* **Prepared Backlogs** and shared action plans of long ageing SRs.
* **Trained** the newly recruited Dell EMC DPA team members.
* Prepared the **Escalation/DSAT analysis** and shared the action plan.
* **Handled Client Escalations** via emails/calls & driving them to resolution.

1. **Wipro Ltd. Project Engineer Feb 2017 – Nov 2017**

***Responsibilities:-***

* **Enterprise Technical Support.**
* **Worked on SRs/Tickets on Salesforce Tool.**
* **Worked on Dell EMC DPA SRs.**
* **Meet the SLO/NCC, Quality Scores, Accepts & Closure Targets.**
* **Top Scorer in Stack for consecutive 2 quarters.**
* Promoted to **L2 Role** in 7 months.
* Created 15 Knowledge Base articles which is online globally.
* **Awarded as the Start Performer of the team.**
* Awarded as the **Best Engineer** of the account **amongst 800 TSEs by Global Wipro Team**.The Execution Excellence Award in **Manufacturing & Technology connect.**

1. **Wipro Ltd. HP Technical Support Engineer June 2014 – Jan 2017**

***Responsibilities:-***

* Worked in Inbound International Technical Support Voice process.
* Worked with Windows and PC troubleshooting.
* Probed with customers for Hardware Diagnostics.
* Joined the Remote sessions to fix the Windows issues.
* Meet the CSAT, TPR, Quality and Sales target on Regular Basis.
* Awarded as the Best Salesman award of the Quarter.

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| **CERTIFICATIONS** |

* Information Storage and Management Version 3.
* TCA GIS-Unix-UX Adm-L1
* TCA GIS-Service Desk-Service Desk-L1
* TCA GIS-Service Desk-Service Desk-L2

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| **ACADEMIC QUALIFICATION** | | | | | |
| **DEGREE** | **UNIVERSITY/ BOARD** | **YEAR** | **SUBJECTS** | **MARKS (%)** | **DIVISION** |
| **MBA** | **Xaviers Institute of Business Management Studies(Distance Learning Council of India)** | **Currently Pursuing** | **Project Management and IT & Corporate Management** | **In Progress** | **In Progress** |
| **B.Tech** | BPUT, ODISHA | 2014 | **E&TC** | **67.2** | FIRST |
| **AISSCE (XII)** | Vidya Bharati Chinmaya Vidyalaya (C.B.S.E Board) | 2010 | **SCIENCE** | **61.6** | FIRST |
| **AISSE (X)** | Vidya Bharati Chinmaya Vidyalaya (C.B.S.E Board) | 2008 | **SCIENCE** | **66.4** | FIRST |
| **ACADEMIC PROJECT - DEVELOPED A NOVEL ALGORITHM / SOFTWARE TOOL** | | | | | |

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| **PERSONAL DETAILS** |

**Correspondence Address:** Journalist Colony, Gopanapally, Hyderabad, Telangana. PIN: 500075.

**Nationality**: Indian.

**Date of Birth:** 19/01/1993

**PAN:** CHIPK9316E

**Passport Number:** K6861709

**Hobbies:** 1. Watching News, News Debates

2. Playing Cricket