**RESUME**

**Name:**Nilam Kalgapure

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**Summary**

Overall 18 months of work experience. Presently working with FIS since 17/07/2018 as Service Desk Engineer.

**Professional EXPERIENCE**

1. **Company Name**: FIS Global Solutions

**Designation** : Engineer\_Technical support

**Duration** : Auguest 2018 to Till date

FIS is one of the world’s leading software and technology services companies. FIS provides software and processing solutions for financial services, education and the public sector.

**Roles and Responsibilities :**

* Opening Crisis/ Incident /Work Order tickets using ServiceNow ticketing tool for the information provided by users on phone/e-mail.
* Opening a bridge call and co-ordinate with technician, customer and internal management until the issue is resolved. Escalating the issue to proper team/technician to have the issue resolved within the SLA.
* User access management.

1. Used to create user’s on internal domain such Infinity and scs\_prod. User enabling\disabling account.
2. User’s password reset and unlock the account.
3. Providing the password for specific period of time.
4. Setting account expiration date for user as per requirement.

* Follow the escalation process, involving senior delivery team/management, both within FIS and customer side.
* To make sure all Critical and Major Incidents are addressed within SLA response and sending out the Critical Alerts notifications for such Incidents.
* Following up on Critical/Normal incidents with the customers and the technical teams to get the resolutions.
* Actively manage the monitoring alerts generated for CPU, Space & Memory usage, Server down & Server reboot, Network issues and direct them to the appropriate groups.
* Notify customers for alerts and outages.
* Arranging troubleshooting calls/Team meeting and coordinating with the customer and the appropriate people required on the call/meeting for the resolution.
* To manage the workflow and resources of the team to meet Service Desk targets in line with guidance from the Service Desk Manager.
* Contact ON Call Technician for off-hour incident resolution.
* Identification of necessary changes to the system (hardware/software) having frequent issues.
* Co-ordinating critical changes on customer systems starting from taking necessary approvals, following up with technician to complete the change in the given change window, notifying customer after the change completion.

         Responsible to make sure Change Management process is followed right from Change submission through Change closure.

         Review Changes to make sure they are meeting quality standards and if any discrepancies then return change back to Service Desk for proper update.

* Following the proper escalation matrix in case of Critical or Crisis issue.
* Monitoring Inbox by properly distributing emails in the team.
* Taking ownership of specific situations/tasks & instruct/ direct team accordingly
* Active participation in daily Incident meeting.
* Provide monthly/weekly Incident reports to onsite manager.
* Responsible for ensuring incidents are resolved within the agreed timeframe as per SLA.
* Responsible for weekly Conference Call with clients on daily Status & progress of tickets.
* Manage and coordinate activities during overall ticket life cycle.
* Responsible for Incident Management from initiation until an acceptable client work-around is in place.
* Contribution to ongoing process & operational improvements.
* Chair bridge calls for effective coordination, incident resolution and service restoration.
* Represent the team and the company while leading a major incident.
* Giving training for new joiner.

Academic Profile

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| **Examination** | **School/College/University** | **Year of Passing** | **Grade** |
| BE | Hon. Shri.Babanrao Pachpute G.O.I,C.O.E, Kashti | 2015 | 66.13% |
| H.S.C. | Shivaji Mahavidhyalaya, Udgir | 2010 | 63.17% |
| S.S.C. | Sane Guruji Vidhyamandir, Udgir | 2008 | 80.30% |

**PERSONAL INFORMATION**

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| Name | Nilam Kalgapure |
| Permanent Address | Barmechya building 1st floor warje malwadi 411058 ,Pune |
| Phone No. | 9011480150 |
| Email. | Nilamkalgapure156[@gmail.com](mailto:Rohinee.Umrajkar21@gmail.com) |
| Sex | Female |
| Marital Status | Unmarried |
| Birth Date | 15-06-1992 |
| Languages | English, Hindi, Marathi,Kannad |
| Hobbies | Cooking. |

Date:

Place: Pune