RESUME

Anil Kumar S

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# Career Objective

To grow continuously by taking up a challenging career in an esteemed organization where I can apply my knowledge & expertise by constantly updating my techno- functional skills.

**Professional Skill**

* **Project Management**: Managing project like Application rollouts.
* **Operation Management**: Manage all the operations management work end to end process
* **Team Management**: Managing the team of resources ranging upto 30 and identifying training needs and performance reviews for all.
* **Quality Assurance**: Ensure Quality service delivery.
* **Stakeholder Management**: Managing and communicating to all stakeholders.
* **Escalation Management**: Managing all level of escalations through define escalation management process and monitor closely towards satisfactory closure.

**Core Competencies**

* **Leadership**: Advocate of enhancing a team’s performance by instigating morale, building/ motivational initiatives, incentivizing and both celebrating and rewarding success.
* **Relationship building**: Believe in Client Relationship Management & always ensure high quality services & maximum customer satisfaction by closely interaction with potential client and understood their requirement and deliver/customize the product and services accordingly.
* **People management:** Selection, identifying training needs, mentoring, and performance reviews
* **Innovation**: Ability to think outside the box and demonstrate strong vision in the creation of new initiatives.

**PROFESSIONAL EXPERIENCE:**

**Employer : Onward eServices Pvt Ltd**

**Title :** CircleProject Officer.

**Duration** : Sep 2016 till Date

**Role : Team Lead**

**Responsibilities**

**Include:**

Working as Circle Project Officer at Client location (Department of Postal) for The Rural ICT Project is a part of the larger IT modernization project, India Post 2012, being undertaken by the Department of Posts.

The goal of the RICT Project is to provide a low power technology solution (RICT Device) to each Branch Postmaster (BPM) which will enable each of approximately 130,000 Extra Departmental Post Offices (EDOs) to improve the level of services being offered to rural customers.

* Roll out monitoring
* Support to RSI Technician during rollout and Post rollout
* SLA monitoring of RICT hardware vendor and RSI’s scope
* Coordination of review meetings to be conducted on progress monitoring on weekly or fortnightly or monthly basis as required
* Provide the Postal Circle Office with all inputs relating to the project status for any meetings or reviews that are to be done by the Circle Office with the Directorate or others
* Provide support to the Postal Circle Office to escalate issues from time to time

**Employer : V2 Solutions Pvt Ltd. (V2 Tech Ventures)**

**Title :** Asst. Manager IT .

**Platform :** Windows**, Linux**, Firewall (Sonicwall), Network

**Duration** : July 2005 till 29th June 2015

**Role : Team Lead**

**Responsibilities**

**Include:**

Lead team that provided production and project support for desktops, networks, telecommunications, and applications. Supported vastly different infrastructure and application environments

Co-developed root cause analysis process to get beyond symptoms of mission critical service interruptions. Identified underlying source of problems, and recommended solutions that were approved by CIO, successfully implemented, and highly effective

Conceived and established asset management practices and processes to track all assets from purchase to disposal.

Managed inventory tracking establishing tight asset control standards region-wide by implementing SCCM

Merged database into incident tracking system providing ability to monitor support
trends. Identified root causes of suspicious issues and implemented resolutions that
increased efficiency and customer satisfaction and lowered overall support costs

Created a supportive team environment that was defined by collaboration and knowledge sharing; high retention rate within the team, 100% retention within the IT organization.

Improved performance and reliability of multiple systems-Windows domain controllers, Exchange servers, and hard drives-by reconfiguring problem installations

Supervised Active Directory deployment through evaluation, pilot, and implementation. Tested extensively; deployed problem-free system on schedule

Administered Windows servers and managed Exchange servers, Anti-Virus, servers. Responsible for operational and server support.

**Employer :**  **Gayatri Projects Limited**

**Title :** Network & System Engineer**.**

**Duration :** June 2003 to April 2005

**Role :** Team Member

**Responsibilities Include:**

My core responsibilities include maintaining and troubleshooting Windows Xp / Windows 2K .Manage the WAN & LAN Network.

**Employer :** AMOGA Enterprises

**Title** : Technical Coordinator**.**

**Platform** : Windows, Linux

**Duration :** December 2001 to May 2003

**Role :** Technical Coordinator

 **Responsibilities Include :**

* Support for a LAN Network Of different Client workstations. Supporting all Client Operating
* Troubleshooting of Office Automation Products.
* Providing Technical support to field Engineers for Technical queries

 Providing Desktop support for various Applications and Software’s to clients

 on Windows 98, 2K Prof & XP,Linux

Installation of various Networking & Internetworking Components like Wireless Router, Wireless Cards, Ethernet Cards , Switch, Modem Etc

* Vendor Co-ordination

**Employer** **:** ZED Career Academy Bangalore (**Division of Zee Interactive Learning Systems**).

**Title**  : Technical Manager**.**

**Platform** : Windows, Linux

**Duration** **:** March 2000 to November 2001

**Role** **:** Technical Coordinator

**Responsibilities Include:**

Providing Desktop support for various Applications and Software’s Windows 98,

2KProf & XP, Linux.

Installation of various Networking & Internetworking Components like Wireless Router,

Wireless Cards, Ethernet Cards, Switch, Modem Etc

**Employer**  **:** NIIT

**Title**  : Technical Executive**.**

**Platform**  : Windows, UNIX

**Duration**  **:** December 1998 to February 2000

**Role**  **:** Technical Executive

**Responsibilities Include :**

Providing Desktop support for various Applications and Software’s Windows 98,

2KProf & XP, Linux.

Installation of various Networking & Internetworking Components like Wireless Router,

Wireless Cards, Ethernet Cards, Switch, Modem Etc

**From November 1996 to November 1998**

As Service Engineer & Technical Coordinator for M/s BLOSSOMS Office Systems, dealers for MODI XEROX and COMPAQ computers, North Karnataka region.

**From September 1995 to November 1996**

As Technical Executive at M/s BELHOS INFOTECH (P) Ltd, Computer & Hardware Training and dealers for GODREJ Office Automation Products.

**Authorized Training Programs Undergone:**

Training at M/s GODREJ, Bombay for servicing & Maintaince of FAX Machines, Laser Printers and Inkjet Printers.

Training at M/s MODI XEROX, Bangalore for servicing and Maintaince of Photocopier systems, M/s Canon Inkjet Printers, M/s. Brother Laser Printers.

Software up gradation Skills.

Trained at NIIT Ltd, Delhi for SQL Server 7.00

Trained for LINUX / UNIX Administration & Networking from NIIT Ltd, Delhi.

**Education Qualifications**:

Bachelor’s Degree in Electronics from Gulbarga University in the year June 1996.

**Technical Qualifications**.

Complected ITIL® Foundation Certificate in IT Service Management .

Microsoft Certified Program in Managing and maintaining Microsoft Windows Server 2003

Advance Diploma in UNIX & Networking from ACCEL SCHOOL OF INFORMATION TECHNOLOGY (P) LTD, at Chennai in the year 1995.

Diploma in Hardware and Networking Technology from ACCEL SCHOOL OF INFORMATION TECHNOLOGY (P) LTD, at Chennai in the year 1995.

**TECHNICAL SKILL**

**Title** : **Windows, Linux server / Network administrator**

**Operating Systems** **:** Red Hat Linux 9/ Fedora Core, Windows 2K Server

**Network Protocols** **:** TCP/IP, FTP, HTTP, Telnet,

**Network** **:** WAN, LAN.

**Networking Devices** **:** **Nortel Ethernet Routing Switches 3510-24t**

**Virtualization** : **Hyper V**

**Job Function : Configuration and Administration of Windows and Linux servers.**

 **Project Management, Maintaining & backup of Database server**

**PERSONAL DETAILS**:

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Father’s Name : S.RamaKrishna

Date of Birth : 22nd Jan’ 1975

Permanent Address :

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