

Name: SANTHOSH. S
Email id/Skype: santhosh020591@gmail.com

Mobile number: +91-94899-66812

Work experience:

1. Working in Amazon as customer service executive (from 10th Aug 2020)

2. Worked in HCL as Senior Analyst. (16th June 2016 –14th August 2019).

Designation –Senior IT Analyst.

- Generating various reports on timely basis in MS Excel.
- Ensure the SLA met for all the incidents/service requests (Service Now).
- Analyzing and routing the incidents to superior level as per escalation matrix.
- Monitoring critical servers (SCOM), network devices (Solarwinds) and iSeries servers (Nimsoft).
- Reaching out to the site contact / ISP to find the root cause of the issue and placing IVR in-case of huge call flow.
- Resolve the issues that fall under our scope by taking remote of the user's desktop via Teamviewer.
- Increasing the priority of the ticket and initiating bridge calls in case of high priority issues.
- Coordinating with L3 & L4 level colleagues to get issues resolved via bridge calls.
- Monitoring the network failures caused due to power fluctuations in the client location.
- Providing file and folder access permission based on the request from leads for the users.
- Unlocking user account in-case the password is locked due to incorrect password keyed in multiple times in Active Directory.
- Performing robotic tapes loading procedure into the drive for performing Daily, Weekly and Monthly backups of iSeries jobs.
- Assistant process lead for 3 years. Managing shift roster & attendance.
- Process trainer for 3 years.

3. Worked as Analyst in Tata Consultancy Services. (25th July 2013 to 10th June 2016).

Designation – Production Coordinator.

- Scheduling the backdata history of databases of the clients based on the client requirements.
- Adding of new location to the existing history that has been usually provided.
- Generating reports through Excel macros.
- Monitoring Critical Servers, Network devices and Telecom Devices.
- Patch updation of antivirus and Operating system.
- Process Trainer for 1 year.

Educational details:

- Master's degree in Computer Applications from Bharathidasan University (2016).

Project:

- Mini project on Tourism development with front end as Visual basic and backend as Oracle 9i.

Area of interest:

- Remote desktop support, troubleshooting & System administration.

Achievements and Extra-curricular activities:

- Achieved HCL spot award June 2017.
- Won in the Corporate Photography Contest conducted in April 2017.
- Was an active member of organizing committee for “Magnifest 2015”, TCS NA Buy event.
- Achieved Mastercraft Certification (30-Mar-2015).
- TCS Rewards & Recognitions – Star Performer Award (Jun 2015).
- TCS Rewards & Recognitions – On the Spot award (Nov 2015).
- Participated in all Kerala inter-school Basketball meet.

Technical competence:

- Operating Systems : Windows 10
- Server knowledge : Windows server 2012
- Technology/ Software : MS Office, DTP & PGDCA.
- MS Office package : MS Office 2019

Technical skills:

- System troubleshooting
- Hardware assembling (Desktop)

Additional qualifications:

- **Completed Microsoft certification on Windows Server 2012 (70-410).**
- PGDCA & DTP
- Completed Hardware & Networking and Visual Basic.NET as add-on course.

Professional skills:

- A good system troubleshooter. Identify the errors and rectifies it in no time.
- Complete the task assigned to me at the earliest with full dedication & efficiency
- Team coordination
- Adaptable to situations

Personal details:

Father's name: Suresh. V

Date of Birth : 12th May, 1991

Address : 221/5, Elim house, Amakandam,
Chithrapuram P.O, Anachal, 685565.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge and belief.