

# Akhilesh Kumar

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## Summary

### • Experience

Total experience in IT Service desk & Application/POS Support in handling LATAM, NA region technology/users are 7 Years.

### • Skills

Experienced in ITSM tool -ServiceNow (Orlando, San Diego), ServiceNow Agent Workspace, Toshiba commerce.

### • Languages/Development Tools

SQL Server, AMS Server, Brokers, Store Gazer, Escape Journal, VHQ, Microsoft AD, Azure AD, Citrix Director, Windows Server, HPDM, Pager duty, Verizon, AS400.

### • Databases

Microsoft SQL Server 2008 R2, 2012, 2014, 2016, 2017.

### • Voice support tool,

Cisco VOIP, Five9.

### • Mobile device & Printer tool

Avalanche Wireless mobile controller, SOTI mobile device controller, Zebra Printer Profile manager.

### • Android & I phone device tool

RSA Authenticator, Ping authenticator, Microsoft MFA, Okta authentication, Google Authenticator, MS teams, MS Outlook.

### • Network tool

Cisco Meraki (Access points, Switches) tool  
Juniper Mist (Juniper switches, Access points)  
Prisma SD WAN (Router controller)

### • Career Highlights

Currently working as a Support Analyst 2/L2 Critical/Major Incident manager.

Managed 9 Incident Managers in a Team of 32 Members.

Exceeded Business expectation, meet SLAs.

## Experience

 **Senior Support Analyst**

Intersoft Data Labs

Oct 2021 - Present (1 year 3 months +)

- Part of the team which provides technical support to the employees of a major retail store chain in USA and Canada (Bed Bath and Beyond)
- Work on severity 1 cases (Major Incident Manager) by engaging L2 / L3 support, infrastructure team, vendors, application teams, solution architect by opening bridge call.
- Handle escalation emails and resolving escalated cases in a cost-effective manner
- Provide appropriate status updates/reports, and undertakes review sessions with senior Technology management and Business leaders through stages of global outage until resolution.
- Support level 1 team and handle L1/L2 calls with usual Registers, kiosk, network printers, Desktop computers technical issues like -printers or POS not functioning or Networking.
- Ensuring operational effectiveness and efficiency of Incident Management process
- Identify and drive mitigation for gaps in procedure and process in the team and/or organizationally
- Provide L1/L2 Service Desk Support across a wide range of technology at Store and Corporate.
- Open Ticket with 3rd party vendors on behalf of clients and communicating the proper resolution.
- Develop and maintain comprehensive knowledge articles.
- Closely work with Toshiba, Managed Business services and Depot team to fulfil requirements and technician deployment at store
- Floor support / mentoring – Identify the training opportunity – Pull the resources (When the queues are lean) for training.
- Take ownership of tickets throughout their lifecycle in line with the ITIL model and regularly update customers on their own open ticket

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## **Major Incident Manager**

### **Intersoft Data Labs**

Jan 2021 - Nov 2021 (11 months)

- Technical and functional escalation where necessary.
- Aim to reduce restoration time and escalation to Situation Management for P1 incidents.

- Develop strong working relationships with support and delivery teams, management and liaise with support areas as required
- Coordination of technical restoration actions and plans via email, messaging, updating of P1 tickets in ITSM Tool

Being a L1 & L2 Critical/Major incident manager

- Worked as a Bridge between user/customer & Service Provider (Application/Production/Software teams)
- Provided on time updates to executive class/Sr management over teams & via PagerDuty tool.
- Engaged team to triage the Critical incidents on time, ensured & tried to keep the business impact down always.

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## **Senior Analyst**

### **Intersoft Data Labs**

Sep 2020 - Jan 2021 (5 months)

- Acting as a first point of contact for stores/corporate/warehouse users.
- Working with Network Team, POS Team, Web apps Team to support the corporate/stores/warehouse/ in their critical issues.
- Resolving Outlook/teams issues, working for access for their accounts with Security Team and End Support Teams
- Monitoring Servers for the stores, Network with L1 access.
- Using HPDM & Meraki Tool in daily basis to support thin client's user & Network for the stores.
- Troubleshooting issues with File server and Data server in the store.
- Troubleshooting thin clients, PCs, scanners, and portable handheld terminals/Barcode scanners.
- Troubleshooting and maintaining laser printers and zebra printers.
- Experience in supporting switches, Wi-Fi, routers & firewall.
- Comfortable communicating in person and via phone/e-mail with peers, management, contractors and vendors.
- Experience in supporting Windows operating system and Client software like

MS Office, VPN etc.



## **Associate Consultant**

Interstar Technologies Pvt. Ltd.

Nov 2019 - Sep 2020 (11 months)

- Managing users account in Active Directory for Windows and different applications.
- Managing user and different types of mailboxes using Exchange Management Console.
- Software installation through SCCM
- Managing new joiners/leavers using AD and Exchange Management Console.
- Provide access to shared folders and files on user and server level.
- Handle Weekly and Monthly calls with client over Process change.
- Manage global permissions, DL creations and group modifications.  
Experience of Incident Management, Maintaining SLA.
- Experience of Incident Management and common IT process.
- Creating and managing report on BMC Remedy and Service Now tools.
- Worked on Snow, Salesforce



## **Technical Support Specialist**

Audacious Systems Design

Sep 2016 - Oct 2019 (3 years 2 months)

- Providing after sales support to registered customers
- Maintaining the sever operations- users and computers
- Maintaining group policy and created & executing new group policy as per the requirement
- Ensuring smooth execution and accessibility of data in a controlled and protected environment
- Synchronized with Clients and engineering team to deliver their technology requirements
- Contributed to the policies and procedures for Technology Operations at the site
- Assisted the clients from Connect Hosted Services

- Analyze the client's requirements thereby configuring and maintaining the network details
- Troubleshooting and Analysis of the log dumps and system/Network issue
- Formulate documentations for external clients and internal stakeholders
- Working with configuration of Routers and modem. IP addressing, subnetting, Routing concepts.
- Technical support for clients and logging tickets against their issue.
- Support on Call to troubleshoot issues regarding Network and ISP
- Worked and did troubleshooting regarding various Microsoft Enterprise products aspects on Server Operating System such as 2003, 2008, 2008 R2, 2012 and 2012 R2 along with client-side OS such as Windows XP, Windows 7, Windows 8 and Windows 8.1.
- Configuration, Implementation, administration and troubleshooting knowledge of DNS, DHCP, WINS, SMB, RRAS, VPN, RDG, HYPER-V, Browsing, Wireless, NPS, Direct Access etc.
- Understanding of OSI Model, TCP/IP protocol suite (IP, ARP, ICMP, TCP, UDP etc.).



## **Technical Support Engineer**

iEnergizer

Feb 2015 - Apr 2016 (1 year 3 months)

- Providing after sales support to registered customers
- Maintain the sever operations- users and computers
- Miniating group policy and created & executing new group policy as per the requirement.
- Ensuring smooth execution and accessibility of data in a controlled and protected environment.
- Synchronized with Clients and engineering team to deliver their technology requirements.
- Contributed to the policies and procedures for Technology Operations at the site.
- Assisted the clients from Connect Hosted Services.

## **Education**

**B.I.V**

High School Diploma

2007 - 2008

**B.I.S.S.S**

Intermediate, Business/Commerce, General

2009 - 2010

**Indira Gandhi National Open University**

Bachelor's Degree, Computer Programming, Specific Applications

2012 - 2015

**Skills**

Microsoft SQL Server • Database Administration • SQL • Help Desk Support • Incident Management • ITIL • IT Operations • Customer Relationship Management (CRM) • Process Improvement