

# Rakeyesh Manna

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## Summary

Experienced Application Support Engineer with a demonstrated history of working in the information technology and services industry. Skilled in Salesforce Administrator, Amazon web services, confluence, GitHub, Linux, Zabbix monitoring tool, Oracle EBS, Microsoft Word, Public Speaking, Core Java and Networking. Strong engineering professional with honors Bachelor's Degree focused in Information Technology.

## Experience

### Salesforce Administrator

Jun 2015 - Present

REACHLOCAL

#### ReachLocal

Salesforce Administrator supporting Salesforce.com. (SFDC) administrative duties for the organization while partnering with departments to fully understand business needs in order to maximize efficiency and capitalize on the full features of the system.

#### Primary Responsibilities:

Create and manage users, profiles, roles and permission sets in Salesforce Customise fields, page layouts, record types, reports, and dashboards.

Develop reports, dashboards and processes to continuously monitor data quality and integrity.

Assist in data import/export/updates.

Maintain data and system security and integrity in Salesforce.

Provide day to day end user support and assist users with best practices to improve and increase their knowledge of Salesforce.com.

Create training and user documentation and maintain ongoing documentation processes as business needs evolve or features are added Assist with training end users on the use of Salesforce.com Troubleshoot Salesforce issues and escalate as needed.

\* Debug complex issues with an understanding of both our own codebase and the many technologies employed by our clients Solve technical problems for Jira ticketing and Salesforce on a daily basis.

\*A genuine enjoyment of technology and understanding of internet culture

Influence the direction of the Intercom product through daily communication with our customers and consistent collaboration with our product teams

\*Excellent attention to detail and organizational skills.

Lead a team with IT Experience Specialists to offer an outstanding IT experience in Reach Local Global offices by providing efficient and productive support,

Contribute to and execute on our IT strategy and roadmap for ReachLocal that supports the Advertisers and Campaign.

### Application Support Engineer

Jun 2015 - Present

REACHLOCAL

#### ReachLocal

JIRA / Confluence.

Gather requirements for business processes and determine ways to optimize/improve JIRA/Confluence setup and workflows, as well as identify where functionality meet user requests.  
Develop metrics dashboards and advanced filters in JIRA to provide end-users and business leadership with meaningful operational/performance metrics and status reports.  
Implement Atlassian Tools upgrades, and partner with other IT staff to coordinate infrastructure maintenance and system migrations.

-Actively participates in system enhancement and upgrade efforts.

Serves as the Jive Administrator.

Ensure data integrity, testing of system changes, report writing, and analyzing data flows for process improvement opportunities.

Maintains, audits, and updates various tables within systems.

Develop user procedures, guidelines and documentation. Trains team on new processes/functionality.

Implement, test, and support Application technology

Develop process, procedures in support of the Application

works on, On-boarding & Off-Boarding process.

Ability to manage multiple responsibilities with tight deadlines in a fast-paced environment.

Team player, with strong interpersonal skills. Ability to effectively communicate and share knowledge with contacts at all levels. Skilled in developing collaborative relationships.

Ability to appropriately implement policies and procedures.

Excellent decision-making, critical thinking and problem-solving skills. Detail-oriented.

Knowledge of Agile and continuous integration practices .

AD/LDAP related issues.

Experience on AD, log analysis ,file and security structure of Windows

Knowledge on Linux/MAC.

## **Sr. IT Analyst**

Mar 2011 - May 2012



### **NCR Corporation**

Job Responsibilities – System Administrator with the Global IT Center.

- Providing first level support to Field Engineer and coordinating with link vendor for solving ATM link connectivity problem and logging call with respective link vendors. Co-coordinating with Branch System administrator and field engineers in solving the LAN and network related incidents
  - Installation and maintenance of all systems within a client's digital environment Perform Through Log Mein Rescue analysis of network efficiency, troubleshoot system failures and ensure appropriate corrective actions are taken
  - Installing Cisco Tool kit & Agent Desktop on Employee Laptop though Log me in Rescue Session VM-Ware troubleshooting Building, configuration and troubleshooting of server and Desktop hardware. Ensuring Escalations & Call Closing with proper resolution and maintain SLA.
  - Maintaining maximum availability of supported services for users. Responsible for disaster recovery, closing security loopholes and access levels. Ensure adequate antivirus protection & solutions are maintained and updated. Deep knowledge as Virus removal
  - Analysis of monthly Report sends by link Provider's Identify and recommending improvements for E-mail applications & Web-page development.
- Change and Configuration Management –
- Working with Global IT services group within NCR and Customer for implementing and testing a change request with RFS (Remote Field Support).
- MIS and Database –
- Utilizing EDW business object tool for Global Help Desk IT channel performance reports.

- Generating Daily/monthly performance report for customer & sharing it with internal & external customer.
  - Extracting various report for measuring the performance of vendors
  - Analysis of monthly Report.
- Team Management -
- Delegating team tasks as needed.
  - Motivating & encouraging team to take ownership of the incident & achieve customer satisfaction.
  - Providing coaching to new employees.



## Software Analyst

Feb 2011 - Mar 2011

Oracle

Joined as an Intern

Providing Software Application Support.

\*Technical tools used, like ticketing, CRM & ERP Software & Sales-Force Service Now, Cloud computing Microsoft Azure.

\*Worked on HTML, CSS, JavaScript

\*Worked on available evidence and applied knowledge to identify patterns in issues that may point to a larger issues to fix resolution would improve overall Product performance.

\*The ability to not only resolve the symptoms of an issue, but to identify the source of the issue and prevent future incidents. Looks beyond symptoms –working to determine root/cause of problem

\*Proficient use of Microsoft Office applications including Microsoft Word and Excel.



## Technical Support Engineer

Jan 2007 - Jan 2011

Sutherland

Project Symantec (Norton Antivirus).

Responsibilities:

-Proficient in handling escalated calls and providing 1st & 2nd Level Technical Support to end-users.

-Microsoft Outlook, Outlook Express configuration, backup, troubleshooting.

Installing Norton Antivirus Keep the Software up to date with the End user system

-Maintenance of computer hardware systems and system assembly.

-Maintain the assets of Pc's & laptops.

-Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.

-Manage all the inventory of PCs.

-Configuring & Managing DNS, DHCP & Active Directory.

-Creation and management of Domain and user accounts as well as assign access rights and permission to use internet facility.

-Managing & Monitoring Network & Coordinate with Vendor. through Remote access.

-Monitoring & insuring a recommended temperature for Server Storage Room.

-Installation of Antivirus, Patches & Updates from Backend side & Frontend both.

-Experience in installation of Windows, configuration, Technical troubleshooting, support of server Hardware, operating systems, Microsoft application software and peripherals, Windows 2000, 2003, 2008 r2 Edition Server, Linux Ubuntu, Windows XP & Windows7 .



## Senior Customer Service Officer

Mar 2005 - Dec 2006

Serco

Responsible for providing prompt and value- added inquiry services and solutions for Barclays clients.

Handle day- to- day Customer inquiries and requests relating to their accounts and transactions

Take ownership in pending cases by following- up closely and providing proactive updates to clients

Identify and escalate issues in a timely manner.

Coordinate/ Follow- up with internal partners

Gather and compile information e.g. interest setup/ rates, account list, pulling of account statements, payment cut-off time, etc

Major Responsibilities: Client Satisfaction

Resolve phone and written inquiries from clients and internal partners.

Log, track all incoming work into call tracking system within 24 hours, Ensure first call resolution

Provide client updates on unresolved cases.

Provide a high standard of client service. Ensuring that all client inquiries are resolved to their satisfaction through intensive partnership with other departments locally and globally.

## Education



**University of Mumbai**

2008 - 2012

Bachelor of Information Technology, Computer/Information Technology Administration and Management, A+



**SVKM's Narsee Monjee Institute of Management Studies (NMIMS)**

2017 - Present

Master in Information Management

## Skills



Salesforce.com Administration • Amazon Web Services (AWS) • Confluence • Jira • Agile Methodologies