

PIYUSH SRIVASTAVA

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OBJECTIVE :

To work in a Globally Competitive Environment on Challenging Assignments that shall yield the twin benefits of the Job Satisfaction and a Steady paced Professional Growth.

About Me :

- Ensure proper management of all IT Team and monitoring of tool as well.
- Coordinating Incident Bridge calls for quick and prompt resolutions.
- Supporting the Project like Facebook, Microsoft and Lenovo.
- Hands on experience with SNOW, Skype for Business, Outlook, Salesforce.
- Worked closely with the L3/L4 teams for devising solutions to complex problems.
- Managing mails and providing support to the clients for configuring MS Outlook and various other exchange mailboxes.
- Provided remote support for various technical problems related to IT.

Education: -

B.TECH (2009 to 2013)

Institute of Engineering and Technology Faizabad

EMPLOYMENT:

1. Profile: Incident Specialist: -

Company Name – Iron Systems India Pvt. Ltd

Experience- Feb 2020- Present.

- Responsible for the complete process adherence and handling of incidents according to SLAs and Priority.
- Have knowledge of quality standards and frame works (ITIL V4) and experience of using them to deliver business results well aligned with client business strategy and business services.
- Manage and coordinate activities during overall ticket life cycle
- Provide resolution, workaround and follow up details with the Project Managers and Vendors
- Chair Bridge calls for effective coordination, incident resolution, service restoration.
- Ability to understand Customer's service models with direct interaction to End User and with the client.
- Complete understanding of Incident management Module

2. Profile: IT Support Engineer

Company Name – TELUS International, Noida

Experience: May 2019 - Nov 2019

- Windows Desktop Support: Mobile Devices, Network Connectivity
- Technical Support Engineer
- Data analysis and representation knowledge.

3. **Profile:** Customer Support Engineer

Company Name – HCL COMNET Ltd, Noida

Experience: -Aug 2014 - Oct 2018

- Managing Escalation Calls
- Incident Management 7L2 Desktop Support
- L2 Desktop Support
- Troubleshooting LAN, WAN Related Issue
- Backup Solutions Generating Daily Reports and share it with Client as well as our Reporting Manager

Technical Skills:

- Knowledge of Active directory, Creating Mailbox, Distribution list , Outlook Troubleshooting ,Installation of software and provide access to the user, Vpn Access and installation ,Generate Bit locker recover Key, Office 365 installation.
- ITIL v4 Foundation Certified.
- Handle the complete life cycle of incident, Task and Service requests created by the ITSM users.
- Basic system troubleshooting
- Office 365 , Windows 7,8,10 and Photoshop.

Personal Skills:

- My strength is that I'm very eager to learn new technologies within a short span of time.
- My Weakness is am workaholic when I work continuously for long time, I forget my food.

Training and Certifications:

- **ITIL Foundation Certificate in IT Service Management**
ITIL V4 Edition