

ABHILASHM.A



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Mobile: 9742487722

### Career Objective:

Seeking a position to carry out a Project Work by utilizing my skills and abilities in the Information Technology Industry that offers professional growth while being resourceful, innovative and flexible and to apply and integrate the knowledge and skills learned, effectively in job environment.

### Technical knowledge:

EXAMINATION	COLLEGE	BOARD/UNIEVERSITY	Year
BCA	CCSU	CCSU Meerut	2015
XII std	SIPUC	Karnataka PU Board	2011
X std	BHS	State Board	2009

### Work Experience:

**COMPANY : Toyota Tshusho Network Integration (TTNI)**

**CLIENT : Toyota Kirloskar Motors**

**POSITION : Application Support Engineer**

**TOOLS : Summit V-5.1(TOPS), Lotus (IBM), Outlook**

**PERIOD : DOJ 09.01.2017 to 06.03.2018**

### Responsibilities include:-

- Prime Contact for all the queries, Requests and issues of end users.
- Controlling & maintaining the standard company processes Of TK Interacting with internal and external auditors of TKM in regards with the
- Process flow of operations M (Toyota Kirloskar Motor) available for, Sales and Marketing, Production and Logistics, Admin, HR and Legacy Applications.
- Analysis of Incidents for First level resolution (FLR).
- Identifying & assigning the Incidents (in case of Non- FLR) and Service Request to respective application maintenance teams.
- Liaise with various stake holders with reference to Issues raised and resolutions.
- Monitoring the documentation and updating the knowledgebase.
- SLA Management of incidents and Service request
- Creation of the process flow for Problem Management, Incident Management Change

- Process weekly and monthly reports and other Docs like Cross functional data to Clients.
- Identify the opportunities for service improvement.
- To ensure the ongoing service delivery and support meet agree customer requirement.
- Undertaking User Survey in order to improvise CSAT

**COMPANY : Global NTT Limited**

**POSITION : Service Desk Analyst**

**PERIOD : DOJ 24.04.2018 to Till Date**

#### **Uptime Team - Jan' 18 – Aug' 19**

- Coordination between resolver groups towards service restoration.
- Ensure 100% uptime of all services.
- Ensure incidents are resolved within the SLA.
- Send IT Service Communications to the business and users with timely updates.
- Updating precise note in ITSM tool for any future reference.
- Use the Escalation matrix appropriately to get the required level of focus from technical teams.
- Maintain a high degree of morale and efficiency by providing ongoing support and motivation to team members.
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting.

#### **Big Foot Team - Sep' 19 – Present**

- Chairing 'Biweekly' client Operation ticket review call to deliver high-quality consistency services.
- Manage all Priority Issues.
- Good Knowledge on incident prioritization and good knowledge on incident resolution and recovery.
- Managing high-visibility customer escalations requiring immediate follow-up.
- Responsible for the effective implementation of the process "Incident Management" and carries out the respective reporting procedure.
- Performing client account Pre-go Live checks for client onboarding.
- Deploying Client portal access and managing the notifications.
- Managing users, groups, roles in ITSM platforms like SNOW and Earthwave.
- Deactivating and Decommissioning assets, monitoring devices in SNOW.
- Troubleshooting and fixing client portal issues.
- Managing the shift Roster, adherence, holidays around the needs of the business.

- SLA Management and ensuring no SLA breaches.
- Good knowledge on stake holder management.

### External Activities:

- Presented Research Paper in **INTERNATIONAL CONFERENCE** and **Won Best Research Paper presentation Award** and **Research paper has been published in international magazine.**
- Completed 'C' Certificate in **NCC** and I have attended **2 National Level Camp.**
- State Level Chess Player.
- Completed an **INPLANT** Training in **ISRO Telemetry, Tracking and Commanding Network (ISTRAC).**
- Presented **2 IEEE** papers for **National Conference.**
- Completed project in **HAL** on **TEST KIT FOR VIBRATION MONITORING SYSTEM ON ALH BY USING ARDUINO.**
- Completed **Pratham** and **Dvitiya** in Hindi.

### Personal Information:

Name : Abhilash.M.A  
Father's Name : Adi Shesha Babu M.L  
Address : #27, Kasturibha Nagar P.G.Halli, Opp to Apex Bank, Bangalore-03  
Date of Birth : 13/06/1993  
Gender : Male  
Marital Status : Single  
Nationality : Indian  
Hobbies : Listening to Music, Playing Guitar and Chess  
Languages Known : English, Kannada, Hindi, Telugu and Tamil  
Mobile : 9742487722  
Email : [abhilashmakam@gmail.com](mailto:abhilashmakam@gmail.com)

### Declaration:

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

**ABHILASH M A**