

Curriculum Vitae – Lieut ShekarRM Kamakshi



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Objective:

To work with innovative Tasks.

Strength:

Multi skilled Professional.

Professional Profile:Successful long term customer relationship management Dedicated and results-driven with a highly successful background in the achievement of profitable business growth through the creation and Grab the opportunity

Educational Qualification:

BSC – 2002 April	BSC	Goa University, Goa, India.	PES College;Goa
1993- 1996	GNM Degree	Defence Organistaion, Hyderabad, India.	Defence institute, Hyderabad
1992 March	Higher Secondary School Certificate (H.S.S.C)	Board of Intermediate Education, Goa.	PES HSSC;Goa
March 1989	Secondary School Certificate (S.S.C)	Board of Secondary School Education, A.P.	PES SSC; Goa,
2011 To 2013	Welingkar’s Institute Bangalore	Management Leadership program for 15 Months durations from Infosys Pvt. Ltd	Welingkar’s Institute Bangalore

Experience Details are shown Below

- **IBM/Kyndryl Pvt Ltd 2014 to Till Date :-**

Experienced as Windows and Linux Admin Technologies technical specialist – Senior Associate infrastructurespecialist

Performed the role of Data Analyst Manager for preparation of reports and conducted the event of Techfulcrum and supported for Taking customer calls and connecting over the remote take over for resolution of technical application and configuration issues of Lotus Notes and installation of various applications like Lotus Notes and various errors as per the error displayed

Handled Service Delivery and Operations. Preparation of SOW done with Process Training & Certification. Resource planning with daily reports. Engaged in Quality Programming. Performance & SLA planning compliance. Process Compliance and Customer interaction done. Work Allocation and Governance Compliance Dealt in Process. Knowledge Management Process Re- Engineering done. Resource optimization Business Transformation with Revenue Enhancement. Csats Process done on time. Audits & Compliance dealt. System Administrator responsibilities include: Installing and configuring software, hardware and networks Monitoring system performance and troubleshooting issues Ensuring security and efficiency of IT infrastructure maintaining organizational policies to ensure the integrity of their network and computer systems

My recent Role as a Senior Associate, Infrastructure Specialist. Worked for the SCCM & SPP/Tivoli Storage for monitoring activities of Tivoli and also to deal with the team activities and various reports of the team and worked with the Health Checks for Tivoli Storage Plus account and performed the SME role/Subject Matter Expert In IGA HYD. My work was to send the reports of the work done on daily/monthly/yearly basis. To give floor support for the queries of the issues on the system. To monitor the agents if they are active on the work. Also to help the agents in Technical Support queries on the system via the Remote Connection process. Dealing with the technical issues endlessly and resolving the issue by maintaining the SLAs. To deal with the escalation emails and to update the process knowledge of the agents. To share the Updates of the Process and to improve and maintain the Business Goals.

In IBM IGA performed the Team Lead role/SME role. I have worked endlessly for the Up taking of process work by giving the first priority for the clients on the IGA floor. I am a Band 6a employee and I have done the end to end work to resolve the user issues of the system via the remote. Worked on incident tickets and given technical support for complex issues. Developed reports for recurring issues for management. Provided training and conducted hurdles for the team members.

Achievements – Participated in the CMM accounts in the events for giving presentations in **Techfulcrum and co-ordinated** with various teams. I am a lead and a team player. I have also participated in the event of the introduction of the OS Windows 10 & Linux on the IGA Floor. I have always shared the resolutions for the Client Services leading to the satisfaction of the Client. I have Initiated and updated the resolutions with the team. And I have done the Management Course for 15 months from the Welingkar's Institute. **I have directed the event of Projector ideation quiz on mobile connect via System** Troubleshooting and knowledge on Designing Solutions for Windows & Linux Supporting of Teams; Knowledge of Automation Tools. Defect Management SCCM Administration, Troubleshooting, Vulnerability Management Storage Technical Leadership & fault fixing level 3/4 Networking DHCP/WINS/DNS Vcenter/Vsphere; Active Directory; Roadmaps management Documentation for system architecture processes and procedures. To Give presentations and prepare slides on various topics- aimed 5+ Yrs experience leading delivery teams and quality services to customers. Got Knowledge on and improvement on CMM Database & Storage Team: Managed the Yammer groups for Database & Storage Worked with CIO Projects and Conducted the Techfulcrum events quarterly Managed the Yammer groups for Database & Storage Worked with CIO Projects and Conducted the Techfulcrum events quarterly. Experience in OS platforms

Experience in Cloud technologies (VMWARE suite). Hands on experience in ticketing and monitoring systems (Ex BMC suite-, Service Now REMEDY etc..). Hand on experience in any one Data base technology Basic knowledge of Ansible/Unix/ Windows/Linux/ Collaboration Platforms: Tools for coordinating incident response and problem resolution across teams:

- Slack
- Microsoft Teams
- Experience in Windows/ Linux relational Admin work
- Familiarity with Windows/Linux server configuration and management activities & Strong knowledge base of Ansible

Pre - Experience: Infosys Pvt Ltd 2009 to 2014: Taking customer calls and connecting over the remote take over for resolution of technical application and configuration issues of Lotus Notes and installation of various applications like Lotus Notes and various errors as per the error displayed. Worked for Process Specialist Role/Technical Hardware and Software Support and Accountant Role for PO.

Wipro Technologies Pvt Ltd: 2008 to 2009 Taking customer calls and connecting over the remote take over for resolution of technical application and configuration issues of Lotus Notes and installation of various applications like Lotus Notes and various errors as per the error displayed

Aegis Plus Essar: From 2007 to 2008 Upselling outbound broadband sales. Taking customer calls and connecting over the remote take over for resolution of technical application and configuration issues of Lotus Notes and installation of various applications like Lotus Notes and various errors as per the error displayed

Worked in the Indian Defence Organisation: Worked as a Lieut from 1993 to 2001 In Indian Army

