**Credentials :**

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2017: Masters in common Law, UCD, Belfield (expected graduation date:2019)

2013: Post Graduate Diploma in Information Technology Management

from C-DIT (India)

2003: Bachelor of Business Administration/Computer Science

from the University of Kerala (India)

Certifications -----------------------------------------------------------------------------------------------

• REDHAT Certified Engineer (v7)

• REDHAT Certified OpenStack Admin (cloud computing exam: CL210)

• REDHAT Certified Virtualization Admin -RHCE (certificate number 111-196-101)

**Career-Highlights :**

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• Successfully contributed to / resolved issues to the database and maintained the service quality

• Effectively worked as level-1 employee handled technical issues.

• Achieved 90% in yearly performance appraisal and moved from Level -1 to SME.

• successfully handled the transition team process Requirements.

• Significantly took part in server up-gradation or any technical change in process and handling issues like the product of the process until the change gets stable

Skill Set ----------------------------------------------------------------------------------------------

Functional Skills:

• Client and customer support 24/7 shift

• Troubleshooting of windows and Linux technologies

• Database Management

• System Administration

**Employment Details :**

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**22 October 2018 - Currently works here:**

**Imagine Group Plc Ireland, Dublin, Technical support executive**

**Technology: wimax, VOIP, LTe,**

Performing root cause analysis on customer issues with the goal of enabling both peers and the customer to grow their knowledge of the product.

Timely communication with customers concerning status of open support issues, agreeing priority based on customer business impact, setting clear expectations about next steps & timeframes and delivering against that.

Ensuring that customer issues are resolved in a timely manner and to their satisfaction as measured by the transactional survey.

Thoroughly documenting all communication, troubleshooting, and activity on issues reported by customers.

Educating customers on specific product functionality required to resolve their issues.

Working collaboratively with other Technical Support team members and members of other Imagine teams such as consulting services, Engineering, technical operations, and deliverability.

Writing and presenting internal informal courses on troubleshooting areas of product functionality.

Creating solution entries as required

Troubleshooting issues related to 3rd party software applications.

Working in conjunction with other team members on special teams or projects assigned to the Technical Support team such as customer migrations, product testing, implementations, and follow-up training of customers and newer support team members.

**Sep’08 to MM’11|GVO Labs, INDIA, Technical support executive (Server Administration)**

**Technology: Linux & Windows**

Key Responsibilities:

• Accountable for handling the administration of LAMP servers

* Managed the activities of setting direction & strategy for IT steering group, ticket handling, resolving customer scenarios and ensuring quality services throughout the process

**Sep’04 to Aug’08 | Sutherland Global Services, Technical support executive (Process: Symantec, COPS & RTA)**

Technology: windows

Key Responsibilities:

• handled call calibration sessions with clients

• Responsible for handling interview sessions, tracking and managing team attendance

• Handled the troubleshooting of windows based operating system for management and maintenance

• Effectively resolved/processed all escalated issues and ensured customer satisfaction

• Carried out daily performance analysis of team via post/pre-shift meeting and cascading latest floor updates to the team members

• Involved in development of performance improvement plan for the bottom line and served as stack ranking agents based on the team performance

Personal Details-----------------------------------------------------------------------------------------------

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