



Susmitha Santhosh

IT Service Management Professional

+971 501905125

Abu Dhabi, UAE

susmitha.may19@gmail.com

SKILLS

Change Management	9
Incident Management	9
Patch Deployment	9
QA and QC: Application Testing	9
Troubleshooting	9
End-User/Client Relations	9
Knowledge Management	8
Project Management: BMC Helix	8

CERTIFICATIONS

- ITIL Foundation Certificate
- IIBA ECBA

OBJECTIVE

A qualified computer engineer (ITIL Foundation & ECBA certified) with over 6 years of work experience in ITSM seeking a significant role in a challenging work environment where experience would add value to the organization and an opportunity to play a leadership role with strong commitment, creative thinking, and continuous learning zeal.

EDUCATION

- 2011 - 2015
B.Tech in Computer Science
SCMS College of engineering and Technology
B.Tech in Computer Science
SCMS College of engineering and Technology, Kerala
(CGPA 7.5)

WORK EXPERIENCE

- 2022-02 - Present
IT Service Management Engineer
Alpha Data Recruitment, UAE
Duties include:
 - Working as the SPOC to provide technical support by answering end-user queries professionally and responding to customer inquiries and complaints relating to hardware and software problems, via service desk portal, desk visit, phone and email
 - Employing ManageEngine ServiceDesk Plus for report generation, certification renewal, application upgrade and releases.
 - Managing the Service Desk Queue for both Service Requests and Incidents Logging end to end and proactively monitor the Service Desk inboxes and responding in a timely manner to issues and requests.
 - Instilling customers with confidence that their issue has been well understood and is being dealt with promptly, keeping them updated about the status of the request, take action to mitigate issues quickly.
 - Allocating resources to work with users and escalate to appropriate next-level resources for incident resolution
 - Functioning closely with management for analyzing, documenting and suggesting system enhancements through communication with users, management and customers / vendors to meet business goals and satisfy business and technical requirements.
 - Coordinating with project managers and designed and developed plan to execute the project in timely manner
 - Liaising with the management to allocate resource to execute the work within the timeline
 - Collaborating with IT Service Delivery team and experience in ITSM tool such as BMC Remedy, ServiceNow and ManageEngine
 - Ensuring that projects are completed without breaching any SLAs and allocated budget
 - Managing application upgrade of Manage Engine tool and provide technical support post upgrade to different departments in case of any issues
 - Maintaining, managing and configuring SLAs within ManageEngine
 - Performing the first-level troubleshooting for software related issues such as Outlook, Teams, PDF, PC slowness etc.
 - Working as SPOC for all the incoming queries from users via phone, email etc and provide support by prioritizing and escalating serious issues to relevant team
 - Preparing documents for training on the activities performed to circulate among the team member to support end users effectively

- Documenting service desk records and collaborating with internal department to ensure IT needs are met and schedule meeting every quarter with them to discuss on how to proactively resolve the issue ... and many more

Client: AstraZeneca India Private Limited

2017-06 - 2021-09

Engineer

AstraZeneca India Private Limited, India

Duties included:

- Performing mass deployments of packages and applications and maintaining the compliance percentage.
- Providing both hardware and software troubleshooting for users, maintaining the compliance and responsible for managing the escalations
- Taking the ownership of task assigned and ensure it is completed before the SLA
- Creating and managing the change for activities for Client upgrade, SCCM (System Center Configuration Manager) infrastructure and mass deployments
- Performing the Windows Upgrade by deploying via Software Update and installing patches in user machines
- Working with virtual machines, Windows Server 2008, RDP and Application testing
- Creating static and dynamic collections to deploy the application or software update or packages
- Handling the tickets using Service Now tool and resolving it in company SLA
- Deploying Upgrade Readiness Script and monitoring all the client status via Operations Management Suite (OMS)
- Following up with external contractors, project owners and other stakeholders to gather information and resolve issues
- Software deployment in SCCM, Collection Creation and managing advertisements and producing report on success rate of deployed applications
- Providing L2 support for the service desk based on the escalation and also collect reports of the issue trend and provide solution for service desk by creating article which can help them
- Fetching the reports and sharing with requesters and troubleshoot on failure machines
- Performing the ticket auditing in the team so that team is aware on how to efficiently handle ticket
- Providing technical support to system and application related issues in Windows
- Responding to technical concerns quickly and effectively devised solutions
- Managing customer relations by effectively developing communication process
- Maintaining excellent awareness of new technologies, to offer innovative solutions in line with strategic business needs
- Maximizing team knowledge and productivity by training, monitoring and directing employees in application of best practice and regulatory protocols.
- Documenting procedures and business processes and shared information with appropriate stakeholders

2015-09 - 2017-04

Senior IT Analyst

HCL Technologies, India

Duties included:

- Performing package and application creation and deployment.
- Creating a report using SQL query
- Resolving remedy incident tickets based on software installation issues
- Enabling discovery, inventory methods and software metering
- Consistently monitoring compliance levels to uphold best company practises and processes
- Overseeing installation of software programs and hardware systems to meet requirements
- Investigating and reporting on critical incidents, resolving problems effectively and efficiently to meet deadlines