RAGHAVENDRAN NATRAJAN

Technical Service Specialist

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**PROFESSIONAL SUMMARY**

* Total 8+ years of experience in IT Application, Service & Support Management.
* Experience in handling Support Team and Resource utilization (Time and People Management).

ITSM - SLA Management, Process & Quality, People Management, Service & IncidentManagement

**EDUCATION**:

* + B.tech/ECE **:**Bharath University,Chennai ,78% - 2010
  + Intermediate/MPC :Sri chaitanya junior college Secunderabad,A.P-85% -2005
  + MBA/Service Management,SMUDE-Online-70%-2016

**Skills Used:-**

Incident Management Service Desk Aws Devops Windows Linux Backup SQL Monitoring Tools Technical Support Team Building

* Certifications-AWS Certified Solutions Architect–Associate-AWS02380779

**Professional Experience:**

**Current Work #** Role: Independent Consultant-Nov 2022 to Mar 2024

Domain-Ecomerce

**Project Handled -** Walmart,,Siemens Healthcare

# Responsibilities:

# Coordinate with the and L2,L3 teams to resolve complex application and system issues

* Receive and log requests for support from help desk, other service delivery staff and/or users
* Prioritize requests in accordance with agreed criteria and the needs of the organization in accordance with Service Level Agreements

**Company # IBM /Kyndryl-** Role: Technical Service Specialist-Jan 2020 to Sep 2022

**Client Project Handled-**A.P. Moller - Maersk AS (APMM) Logistics

Domain-Shipping & Logistics

# Responsibilities:

# End to end to support of TSM IBM Spectrum Protect infrastructure

# TSM Server Management Client Management Registration

# Provides application technical support in complex situations as well as partners with Development teams for coordination of team / project work.

# Monitors real time transactional data from Accounting applications through the Information Delivery architecture for exceptions.

**Company # Symantec/Norton Lifelock Ltd Role:**SRE -Application support-Sep 2017-Oct 2019

Domain-Order & Payments

**Responsibilities:**

* Design and develop standard dashboards for critical metrics for various Azure/Aws services using the observability data downtime incidents,

# Disaster recovery, and business continuity scenarios (both real and drills), and executing production Migration Provide technical support and troubleshooting for order payment systems, identifying and resolving issues within multiple components of critical business systems.

* Support management of resources that are involved in maintaining the operating systems on Amazon (AWS) and UNIX

**Company # Saksoft Ltd**- Role: Consultant Production Support L2 - Feb 2016 -Aug 2017

Client Project Handled-TransUnion-

Domain-Credit & Reporting,Banking

Responsibilities:

* Providing L2 Application Support.Provide technical support and troubleshooting for EDU,Bank systems, identifying and resolving issues within multiple components of critical business systems.
* Customer or L3 support teams callbacks.
* Handling Escalation Incidents.
* Handling Major Incidents.
* Daily, Weekly & Monthly Team Meeting.
* Monthly Incidents Report preparation and Analysis.
* Leading Helpdesk Support Team to meet daily delivery schedules.

**Company # Iopex Tecnologies** Role: Senior App Support Engineer - March 2014-Feb 2016

Client Project Handled-Blackboard

Domain-Edu & Learning

**Responsibilities:**

* Coordinate with the design and development teams to resolve complex application and system issues
* Troubleshoot and rectify application issues
* Provide progress updates to senior managers
* Perform root cause analysis to identify the reasons for the underlying issue
* Plan and execute strategies and configuration changes

**Company # CMC Ltd -Tcs** Role: Network Engineer - 2011-2014

Client Project Handled- Elcot

**Responsibilities:**

-Leading and providing Techincal support for all the TN NIC,Govt Departments from the state Datacenter

**-**Ensure uptime of all the Leased Line connectivityMonitoring network performance and ensure system availability and reliability

-Working with HelpDesk and Operations Teams for minimum downtime and swift resolution of any incidents.