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FALCON ID # 31754

Oilfield Services / Analyst

Residential Country : India Nationality : India
Resume Title : Analyst Notice Period : 1 Days

EDUCATION

Qualification	Institute / College /university	Year	Country
B E / B Tech		0000	Not Mention

CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Senior Application Software Engineer	Reputed Company	India	09/2013	/
Product Engineer	Info Stretch Corporation	India	03/2013	09/2013
Product Engineer	: Aricent Technologies Ltd	India	12/2011	03/2013
Operations Engineer	Mobile Global Data	India	09/2010	12/2011
Network Engineer	Vodafone West Limited	India	08/2009	09/2010

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

Technical Forte _____

- Operating Systems: Windows Server, Windows Desktop OS, Red Hat Linux 4/5, VMware ESX, ESXi,
- Database: Oracle PL/SQL & MySQL
- Office Tools: Word, Excel, PowerPoint and Visio
- Miscellaneous: JIRA, Mantis, Zen Desk Ticketing & QMetry, Active Directory, IIS, Windows component, Domain controller, Microsoft .Net
- Core Competencies : Client Relationship Management Revenue & Cost Assurance, SLA Management
Customer Service Delivery Management, Relationship Management, project Management, Reporting, Documentation

Additional Information :

Over 5 years of experience in:

Budgeting and planning	Software Testing	Change Management
UAT & Business modelling	Liaising & Coordination	Project Management

- Skillful in analyzing information system needs, evaluating end-user requirements, designing custom solutions and troubleshooting complex information systems
- Adept in analyzing information system needs, evaluating end-user requirements, recommending custom designing solutions and troubleshooting complex information systems
- Analysing, Generating the KPI reports and Dashboard on client requirement.
- Literate with Incident logging, troubleshooting, Doing root cause analysis, Updating process Documentation
- Excels on identifying user needs and providing solutions to achieve user satisfaction
- Handling the Market study, feasibility study, Project scoping and wire frame
- Highly resourceful and proficient in providing timely and cost-effective integrated technology solutions
- Conducted walkthrough with the development team and stake holders as well attended SRM (status review meetings) and TRM (Technical Review Meeting) every week with Agile methodologies update
- Exposure in swiftly ramping-up networking projects on multiple platforms; highly resourceful in providing timely and cost-effective integrated technology solutions
- Generating weekly reports, user Guide's, SOP and sharing with the Management about escalating tickets as per Project SLA'S, SLA Compliance, Ticket Volume and Escalation trends. Escalating tickets as per Project SLA'S