

Yamunapriyanka.B

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PROFESSIONAL SUMMARY

To be a successful professional in a globally respected company and to continuously upgrade my knowledge and skills.

PROFESSIONAL EXPERIENCE**1. CONCENTRIX TECHNOLOGIES**

Designation : Technical Support Engineer

Program : Veritas (Backup Exec)

Period : Oct 22nd 2018 – till now

Responsibilities :

- Enterprise Tech Support for Veritas Backup Exec
- Working to optimise backup infrastructure with disks, software and different OS types
- Assistance in installation upgrade and migration of the software within and between different Windows and Linux servers. (Physical and Virtual servers)
- Capacity management for the backup environment
- Troubleshooting Backup and Restore related problems and Server Monitoring
- Project tasks to decommission legacy backup infrastructure and refresh
- Day to day operational administration tasks to ensure backups are occurring and failures are being identified and addressed
- Monitor and maintain all backup infrastructure including servers, tape libraries, and disk arrays
- Configure Storage Units, Storage Devices, Tape volumes, Volume.
- Advance Engineer on Tier 4 platform. Specially help customers to troubleshoot on backup related issues on LINUX server, Oracle server NDMP platform.
- Help customers to install Backup Exec agent on Linux and oracle servers along with the configuration of backup jobs on these servers.
- Worked on resolving issues for complex storage devices (pertaining to backup only) such as NDMP and Deduplication storage devices.
- Co-ordinating complex technical issues with backline and engineering team in order to condition the software to customers environment and satisfaction

Installing, repairing, debugging, uninstalling Backup Exec program according to the tickets raised.

Worked on Disaster Recovery and restoration of data procedures for crashed or corrupted servers.

Handled Duty Manager escalation calls and keeping the Managers Clients and Backline on the line of entire case history.

Provide technical assistance to customers via email if customer prefers to work via email.

All the troubleshooting are performed with the help of Cisco Webex tool.

2. SITEL INDIA

Designation : Technical Support Engineer

Program : Bell Canada

Period : Nov 6th 2018 – Aug 31st 2019

Responsibilities :

- Providing first level technical support to customers.
- Keep records of customer interactions , process customer accounts and file document.
- Ability to convey technical solution in a clear and concise manner.
- Undertaking analysis , diagnosis and resolution of the customer issues via calls
- Resolve product or service problems by clarifying the customers complaint ; selecting and explaining the best solution to solve the problems; following up to ensure resolution.
- Recommend potential products or services to management by collecting customer requirement and analyzing customers needs.

TECHNICAL SKILL

Enterprise Operating System : Windows Server 2016, 2012 (R2), 2008,2007

Storage Devices : NAS, SAN, Tape library (Tape drives Tapes), Disk cartridge, De-dupe, Configuring cloud storages like AWS, Azure, Private S3 clouds for Backup exec using PowerShell commands given in articles.

Basic Knowledge : Vmware, Hyper V, Linux, Synthetic Backup

PERSONAL SKILLS

Good communication along with technical skills to handle enterprise customers and product related issues. Ability to deal with people diplomatically and approach troubleshooting more pragmatically

EDUCATIONAL QUALIFICATION

COURSE	INSTITUTION	UNIVERSITY/BOARD	YEAR OF COMPLETION	PERCENTAGE
BE-ECE	Chennai Institute of Technology	Anna University	2017	CGPA 7.1
HSC	New Prince Matriculation Higher Secondary School	State Board	2013	67
SSLC	Kendriya Vidhyalaya	CBSE	2011	CGPA 7.6

PERSONAL DETAILS

DOB : 24th November 1995
GENDER : Female
LANGUAGES KNOWN : English, Hindi, and Tamil
HOBBIES : Listening to music, socializing with people

DECLARATION

I hereby declare that all the details given above are true to my knowledge.

Place : Chennai

Date :

(Yamunapriyanka)

