J JAROLD HENDRY RAJ

ITIL V4 global certified

Mobile: +91 8098843787

E-mail: josephj995@gmail.com

OBJECTIVE

To work in a reputed organization where I can apply my skills and knowledge with dedication for the progression of the organization and to develop my knowledge.

ACADEMIC PROFILE

- B.Tech IT from Sethu Institute of Technology with 67.2%, 2015 passed out.
- 12th from VHN Higher secondary school with 77.08% 2011 passed out.
- 10th from VHN Higher secondary school with 87.2%. 2009 passed out.

SKILLS

1. IT Resiliency	2. ITIL Process & Framework	3. Business continuity plan
4. Asset management	5. Service value system& chain	6. Incident management
7. Disaster recovery	8. Service-Now ticketing tool	9. Software Application support

TECHNICAL EXPERTISE

- Understanding a technological recovery planning, Disaster recovery executing, technology risk analysis and execution of disaster recovery through a declared event.
- Review and Recommend ITIL process improvements.
- Having knowledge in ITIL Guiding principles and Dimensions of Service management systems.
- Keeping a solid tracking record with experience of BCM and IT resiliency.
- Having knowledge in rebuild and restoration evidence of the applications.
- Outstanding grasp of Service value system and service value chain.
- Served on Team managing server deployment and allocation of virtual server capacity.
- Support, Migrate, Maintain and support the Office 365 services, like Exchange Online, SharePoint Online, Teams, Yammer, and Office Applications.
- Resolve issues related to Outlook, Teams, Share point access, Soft phone (VOIP).
- Manage service requests, software installations, new computer setups, upgrades, etc.
- Diagnose Troubleshoot Server relevant issues like Active directory, DHCP, Add Roles and Features.
- Troubleshoot Remote Desktop Connection (RDP) issues.
- Having knowledge in MacAfee agent, MS Endpoint security and Intune (mobile device management).
- Support LANs, WANs, network segments, Internet, and intranet systems.
- Perform data backups and disaster recovery operations.
- Knowledge in creating virtual machines in Azure and knowledge in Azure active directory.

WORK EXPERIENCE
Standard chartered Bank (June 2023- Dec 2023)

- Deriving out the restoration time for the financial applications which undergoing Disaster recovery activity.
- Collaborate with the client counterparts to establish scope, test plan documentation, communication plans and table top planning exercise and change requests.
- Regularly reporting Disaster recovery activities to upper management.
- Working with technology teams to review technical design and test plan results to confirm that business and technology goals are met.
- Keeping record of full asset audit of data and IT inventory needs to be performed to identify the assets in business
- Estimating the total time taken for rebuilding the application with its all components after Disaster recovery process.
- Providing subject matter expertise around IT service continuity and Business impact analysis.
- Designing the Disaster recovery plan implementation for the financial applications which undergoes Disaster recovery activity.
- Performing Application monitoring through the monitoring tools and fixing the issues.

HCL Technologies (August 2022- February 2023)

- Processed over 20 support requests through Avaya call, 30+ Email chats on technicalguidance for Windows, IOS, Applications and Inventory systems.
- Improved employee productivity by supporting 800+ employee at 50+ office branchesand remote sales representatives.
- Experience working in ITIL Environment and Incident management.
- Experience with Active Directory managing.
- Experience in using Service-now service management software to track incidents and servicerequests through the full life cycle.
- Familiarity with reporting's and metrics.
- Ensure SLA and customer satisfaction targets are met and report Statics to Management.

Honeywell (Getronics solutions) (May 2019- June 2022)

- Answered, Evaluated and Prioritized 500 customers inquiries and support requestswhile maintaining 99% ratings of positive feedbacks.
- Proper Maintenance of closing the Task and incidents within SLA Timings.
- Installation and configuration of MS server 2012, 2016, 2019 OS
- Troubleshooting and maintenance of DNS and DHCP.
- Installation and configuration of Cisco Any connect software
- Troubleshooting of MS outlook and PST files
- Strong knowledge in working on Service-now ticketing tool.
- Installation and configuration of various OS in virtual machines.
- Co-ordinate with Third party support service providers for vendor support.

- Providing System and Network support in Test Labs.
- Conducting Manual and virtual issue tracking and solving programs for users.
- Having strong knowledge in one drive concepts.

Axis Bank (Wipro InfoTech) (June 2016- April 2019)

- Establishing System monitoring and Maintaining security protocols
- Providing Reports, solutions and trend analysis on the tickets raised inthe call management system and recommending appropriate actions
- Ensuring that all Software, Hardware and Operating Systems are aligned withOrganizational standards
- Handle daily technical support activities on desktop support, data networkand server management
- Networking and connecting computers within organization to better communication
- Frequent Branch visits and conducting audit pertaining to infrastructure
- Preparation of Asset management and Asset reports

Course Completed

- Completed CCNA certified course on Networking at CMS Institute, Trichy

Personal Details

- Date Of Birth   : 16-07-1994
- Father's Name   : L. Joseph Jeyaseelan
- Mother's Name   : J. Rose Sagayarani
- Mother Tongue   : Tamil
- Nationality   : Indian
- Languages known   : Tamil and English
- Address   : 15/10, Pacharisikara thoppu, 1st street, Madurai-625009, Tamilnadu.

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Yours's truly:

J JAROLD HENDRY RAJ