SABU K JOSEPH

CONTACT

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Ernakulam DT Kerala Pin- 683546

OBJECTIVE

To be a vital member in a Technical Team of an Organization to apply my expertise in the field of Service desk, IT Hardware/Networking/FTTH and also to further enhance my knowledge acquiring with new skills & technologies. To work in an environment where performance is rewarded with new responsibilities. I intend to contribute to the companys growth as well as to groom my personality to suit the challenging times ahead

SKILLS

Service Desk Management

Customer Support

Team Building

Problem Solving

Decision Making

EDUCATION

Axelos
2018

ITIL

CMS Computer Institute
2007

CMS Certified Network Specialist

Govt Polytechnic ,Kothamangalam
2000

Diploma in Electronics

Govt ITI , Kalamassery
1995

ITI in Turner

ACHIEVEMENTS & AWARDS

Letter of appreciation for GPON project from Etisalat UAE

LANGUAGE

English

Malayalam

REFERENCE

Jose Kunnel - "ULTS India Pvt Ltd"
Technical Head
kunneljose@gmail.com
8129887860

Aneesh Punnora - "ULTS India Pvt Ltd"
Service Delivery Manager
aneeshpunnora@gmail.com
9544546677

PROJECTS

Indian Navy
Data center implimentation and Service support

Cochin International Airport
Data Center implimentation and Service support

Kerala Highcourt
All Kerala district court LAN implimentation and service support

Experience

ISYX Technologies India Pvt Ltd

01/12/2012 - Till Date

Service Desk Analyst

ISYX Technologies LLC is the fastest growing IT Solutions & Managed Services provider in Middle East and Asia with experience in the design of ICT infrastructure & information security Solutions, IT Consulting, business process consulting, BCP-DR solutions, ERP solutions, analytics, enterprise mobility & enterprise management.

- Uses standard ITIL Methodology, so focus is to maximize value to customers by aligning IT resources with business needs

- Implementing ISO/IEC 20000:2011 framework for Service Management system

- Manage incoming customer requests via phone, email, voicemail and web interface and prioritize incidents based on severity and impact to business production

- Provide prompt and professional IT support services to local and remote customers by troubleshooting, analysing and diagnosing IT incidents and engaging appropriate technical resources to resolve them

- Logging service request or incidents using request fulfillment and incident management processes

- To prioritize workload, and escalate high priority calls to the Service Desk Manager, Incident Manager or Service Operations Manager as necessary

- Responsible for allocating proper call categories and Prioritization Matrix so as to classify the incidents and service requests as per the Severity

- Promote and support the deployment of Service Management processes to all groups interacting with Asset management, Problem Management, Change Management, Request fulfillment, Release management and Incident Management

- Configures and customizes the service management system, including workflow creation and documentation

- Experience in ITSM Service Desk tools

- Leading a service team with proper coordination

- Weekly metrics reporting to management and collection of staffs service reports

- Implementation of staff development exercises

- Investigate new technologies and methodologies to automate and maximize efficiency of services

- Plan, coordinate, and monitor the follow-up of issues identified from complex and high impact system problems that occur within the production environment

- Prioritize staff workload according to prioritization matrix and hold team responsible for breaches in service delivery SLAs

- Send out Executive notifications regarding high priority incidents and root cause analysis findings

- To ensure that Operational Level Agreement and Service Level Agreement levels are adhered to at all times

- Facilitate the negotiation of service performance criteria resulting in SLAs and OLAs with IT service owners, service contributors, and customer
- Work with management to provide continual service improvement of our service desk processes and knowledge base
- Conducting customer/user satisfaction callbacks/surveys

Etisalat ,UAE

01/04/2009 - 31/03/2012

Senior Telecom Technician

- Triple Play Deployment for GPON
- Planed network installations by studying customer orders, plans, manuals, and technical specifications.
- Performed installation, maintenance, and troubleshooting of various types of telephone systems and voice, data, and IPTV for commercial and residential customers.
- Maintained network by troubleshooting and repairing outages testing network back-up procedures; updating documentation.
- Commissioning and Integration of Huawei MSAN UA5000 for ADSL2+, IPTV and Voice Services.
- Surveyed customer service requests for moves, adds, changes and deletion of services, wrote work order requirements.
- Reviewed and recommend modifications to statements of work (SOW) for vendor performed services and projects.
- Resolve customer issues completely on the first contact, as appropriate, or transfer, as required
- Confirm customer understanding of the solutions and proactively educates customers on other services offered that will benefit their situations.

Kairali Communications

02/04/2001 - 31/03/2009

Senior Service Engineer

- Experience with configuring and maintaining telephones, servers, and PBX devices
- Repair, install, configure and maintain telecommunication installations
- Manage our network services to ensure a high standard of customer care and service
- Working technical knowledge of PBX, voice mail, interactive voice services, call management systems, and telecommunications accounting systems
- Implement physical connections on frames, patch panels, cabling, and equipment by making cross connects
- Programming and chip level servicing of analog and digital EPABX.
- Leading and motivating the service team

in https://www.linkedin.com/in/sabu-k-joseph-42810064/

f https://www.facebook.com/sabu.joseph.589/

https://twitter.com/sabukj999