

LALIT KUMAR

SENIOR ANALYST END USER SUPPORT

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EMAIL | 89lalitsharma@gmail.com
LOCATION | Gurugram, INDIA
EXPERIENCE | 12 Years 0 Month

Key Skills

- Kpi
- Csat
- Identity Access Management
- Nexthink
- Team Leading
- Ticketing Tools
- Onsite Support
- Remote Support
- Desktop Support
- It Helpdesk
- It Service Desk
- End User Support
- Desktop Engineering
- Itil
- Service Now Ticketing
- Mttr
- Sla Management

Certification

- ITIL Foundation Certificate In IT Service Management
- HDI Certified Support Centre Team Lead
- Nexthink Associate

Languages

Profile Summary

An accomplished IT leader with over 12 years of experience, including 5 years in leadership roles. Specializing in IT Service Desk, End-User Support, IT Operations, and People Management. Proven expertise in leading high-performing teams, optimizing IT support processes, and enhancing user satisfaction through strategic improvements and automation. Possesses strong problem-solving, analytical, and organizational skills with a customer-centric approach to IT service delivery. A skilled communicator and relationship builder, adept at collaborating across teams to improve efficiency and service quality. Key achievements include 98% CSAT, 10% increase in team productivity, 90% incident resolution at the Service Desk, and a reduced MTTR to 2 hours.

Work Experience

Senior Analyst End User Support

Ciena

10/2016 - Present

Manage a team of 20 support technicians, providing guidance, coaching, and mentoring to ensure high-quality service delivery. Possess experience in implementing chatbots, including defining strategy, content creation and performance optimisation. Ensured knowledge & skills gaps were addressed promptly. Led daily standups to synchronise team handovers & work activities. Reduced customer effort by optimising troubleshooting iterations and promoting supportability enhancements. Owned escalations and followed up until mitigation/resolution. Monitored quality KPIs and addressed concerns quickly and effectively.

- HINDI
- ENGLISH

Social links

- <https://www.linkedin.com/in/lalitkumar-ciena>

Conducted weekly 1x1 meetings with direct reports and skip-level meetings with individual contributors in the group. Ensured Performance Improvement Plans were set and executed with low performers. Collaborate with cross-functional teams, including IT infrastructure, applications, and security teams, to resolve complex technical issues and implement process improvements. Develop and implement service desk policies, procedures, and workflows to enhance efficiency and effectiveness. Conduct regular team meetings and performance reviews, providing feedback and recognition to drive individual and team growth. Monitor service desk metrics and generate reports to analyse trends, identify areas for improvement, and optimise service desk performance. Handle escalated customer issues and complaints, ensuring timely and satisfactory resolution. Monitor and audit the tickets and continuously provide individual feedback to improve service deliveries and customer excellence. KEY ACHIEVEMENTS: Reducing user driven incidents by 10% using the New AI ChatBot. 90% of Incidents resolved at the Service Desk have 100% quality scores. Archived the Service Desk MTTR =2 hours, focusing on Self-help and first-level Resolution. Reduce the ticket triage by 30% after reviewing the ticket trends and sharing the findings with Individuals and Service Owners. Achieved the 98% CSAT of overall IT by focusing on top DSATs and identifying the process gap & automation.

Sr. IT System Engineer

Yash Technologies

04/2016 - 10/2016

Act as a single point of contact for phone calls and emails from internal users regarding IT issues and queries. Handling & give training to the team for upcoming changes. Analyse, Diagnose and Resolve OS and application-related issues of end users. Handle end-to-end ticket flow using the EasyVista ticketing tool. Provide end-to-end support for Desktop/Laptop/ handheld device applications to the users under the SLA. Take ownership of user problems, follow up on their status on the user's behalf, and promptly communicate progress. Respond to customer requests via phone and e-mail promptly and accurately. Coordinated with senior-level engineering group and site contacts to resolve all technical issues. Evaluated policies and technical procedures and updated processes whenever

required.

Technical Support Specialist

Safenet InfoTech

08/2014 - 04/2016

Work as a SPOC for all teams and Operation managers and provide up-to-date information for ongoing incidents/alerts for Global regions in rotating shifts to provide 24/7 monitoring of the IT infrastructure, as well as enhancement/refinement of NMS to offer more insight into production. Monitor the IT Infrastructure with monitoring tools (SolarWinds, Nagios). Handled responsibilities of providing 24x7 networking support in a production environment. Escalation & Notification to the relevant teams & stakeholders to ensure SLA compliance & minimal impact to internal user(s). Keep the data centres functional and report any unresolved incidents (P1, P2, P3, P4) to L2 technical teams within defined SLA timelines. Document all network/server/application-related activities in the ticketing system. Work on SysAid ITSM tool. IT Helpdesk support (OS Installation, MS Outlook & Lync, AD management, Cisco Any Connect, Logmein/GoToAssist). Evaluated policies and technical procedures and updated processes whenever required.

Technical Support Executive

Genexis Bussiness Process services

08/2013 - 08/2014

Provide voice based IT support to US and UK customers.

Education

MCA - Computers

2012

Jaipuria Institute of Management, Ghaziabad

Grade - 72%

BCA - Computers

2009

Mewar Institute of Management, Ghaziabad

Grade - 69.8%

12th

2006

CBSE , English

Grade - 50-54.9%

10th

2004

CBSE , English

Grade - 50-54.9%

Projects

Nexthink Infinity -EUEM

336 Days

Works as a POC for global operations team and Administrator for the changes in the tool and functionality.

Aternity -EUEM

1096 Days

Works as a POC for Global Operations team with project team. Assist with strategy and vision

Tech Lounge -IT support

153 Days

- With Our CIO's mission to provide exceptional service. The concept of Tech lounge is to provide exceptional customer service where user can directly visits and resolve their IT issues (Product Training & Service issues).

Access Control Team- Transition

334 Days

Setup a New access Control & Identity management team. Finding the best Candidate for the Project. Mentoring and coaching with the process overview. Trained them with the work structure and start the Go live