



## **NIDHIN K**

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I am submitting herewith my resume for your perusal and consideration for the post of <position vacant> in your organization. To describe myself in a nutshell, I am systematic, organized and hardworking; ready to take up any challenge of life abreast with the latest trends and a team player with **more than 17 years of experience and currently spearheading functions as IT Operations Sr. Analyst.**

Review of my credentials will indicate that I am a qualified Professional with **proficiency in Operation Management, Target Achievement, Customer Relationship Management, Strategy Planning, Client Management, Problem Solving, Technical Support, Team Management, Attrition Management, Training and Development, Analytical Skills and Communication Skills.**

Being a dedicated and focused individual, I am determined to add value to the organization I work for, through my exceptional knowledge and learning ability.

My basic objective is to hone in my skills for comprehensive personality development and be an epitome of trust and reliability in the corporate world. My prime goal is to understand professional environment and capitalize on opportunities.

I am confident of making visible contribution for the growth of the organization. I'd appreciate the chance to meet with you in person to discuss as to how I could be a vital part of your organization.

Thanking you

Yours Sincerely,

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## SERVICE DELIVERY / TECHNICAL OPERATIONS MANAGEMENT PROFESSIONAL

- Seasoned and versatile management professional with incredible experience acquired over **17 years in diverse areas encompassing operations management, process management, process transitions, process excellence, client relationship management and team management etc.** Currently working with **Accenture** as **Sr. Analyst**
- Demonstrated skills in **streamlining customer services function** by designing innovative systems and processes to generate high value propositions for the customers. Proficiency in **Computer Hardware & Networking, Satellite Communication (VSAT).**
- Excel in formulating strategies, driving process excellence initiatives,** deriving substantial improvements across diverse business processes with **implementation of change**, preparing process dashboard, SLA report, balance score card, **ensuring problem resolution** to assess the performance of the process.
- Strong people management skills, capable of managing members having distributed skill sets, ensuring judicious utilization of resource as well as ensure skill upgrade, competence management, career planning, and mentoring of the team members as well as maintaining **TAT, Quality, Productivity and Behavioral aspects of the team.**
- A consistent performer having the ability to work in highly diverse environment, proven acumen in developing process manuals, training the team members on different process and facilitate continuous improvement & excellent service delivery.

### Core Competencies:

*Strategic Planning ● MIS ● Documentation/Reporting ● Liaison/Coordination ● Team Management ● New Process Implementation ● Process Improvement Initiatives ● Relationship Management ● Training & Development ● Process Stabilization ● Quality Management ● Change management ● Problem ● Project Management ● Analytical Skills*

### TECHNICAL SKILLS

Operating Systems	Windows XP / VISTA, 7 and Windows 2000, Linux
Routing Protocols	BGP, EIGRP, OSPF
Networking Technologies	WAN, LAN, VLAN, TCP/IP, MPLS, and ISDN
Management Platforms	Net flow Analyzer
Routers	Cisco Routers (7200, 3700, 2600, 3600, 1700 series)
Switches	Cisco catalyst switches (2900 series and 3500 series)

### PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

#### ACCENTURE

Feb 2016 – Sept 2020

#### IT Operations Sr. Analyst

- Part of Incident Management team handling Critical (P1) and High (P2) priority incidents for internal & external clients.
- Monitoring Incident Queue to be able to respond to incidents in less than 5 minutes.
- Initiating a bridge and engage multiple stakeholders from various domains to join the call.
- Play the role of Incident manager and drive the incident until resolution.
- Prepare and send communications, SMS at regular intervals.
- Prepare reports and conduct quality checks for improvement.
- Train and coach other team members on incident handling, communication improvements.

**WIPRO INFOTECH****Jan 2008 – Jan 2016****Techno Operations Manager (Jun 2012-Jan 2016)****Network Lead (Nov 2011-Jun 2012)****Technical Support (Jan 2008-Nov 2011)**

- Dexterous in ensuring flows of process from start till the service delivery and work seamlessly, and coordinate with the related department head to improve the process.
- Maintaining service excellence culture within the organization. Identifying opportunities to improve productivity, efficiency and ensuring organization's policies & procedures are complied with service quality norms.
- Effectively managing customer relation operations & ensuring maximum customer satisfaction by providing timely resolution of complaints and providing them products as per their needs.
- Key player in analysis, development and implementation of strategic business plans & policies, ensuring organizational growth, targeting maximum profitability & cost effectiveness.
- Assure observance of the process essentials and capture/isolate bottlenecks for smooth working of the processes.
- Structure annual operational budget and implement control measures to contain expenses within defined limits.
- Responsible for Internal and External Audit, in case of any deviation in Process.
- Dexterously design & conduct customized training programs and ensure that training & development initiatives are aligned with the organizational goals/culture by utilizing learning tools & methodology.
- Build a cohesive team spirit throughout the company by designing a program that recognizes competing management objectives, create common goals, and provide measurement incentives.
- Define business mission and performance standards across all functional areas and periodically review performance with deft application of concurrent management audit procedures.
- Manage administrative functions such as recruitment, interviewing, appraisals, promotions, training, time and billing, termination, etc.
- Ensured SOPs are reviewed on a monthly basis, drove consensus among all stakeholders for the changes incorporated and obtained sign offs.
- Responsible for handling current state analysis for Change Management to help to understand the "AS-IN" state of the process.
- Accountable for delivering weekly and monthly reports for Incident, Problem and Change Management to the Service Delivery Manager.
- Accountable for Intellectual Property Compliance covering Computer & Internet usage, Digital Content and other rights protected products in customer infrastructure.

**AIRTEL ENTERPRISE SERVICES****Aug 2005 - Jan 2008****Technical Support**

- Provided technical support and solutions for the Customer queries related with VSAT technology.
- Analyzed the different functional aspects of VSAT technology.
- Addressed Helpdesk queries resolving problems pertaining to Network devices, Hub, Switches & Routers etc. using Topologies, Media Access methods.

**NAYAN COMMUNICTAION****Mar 2004 - Jul 2005****Technical Support Engineer on VSAT platform****SURYA TECHNOLOGY****Mar 2003 - Mar 2004****System Hardware Maintenance & Support for ISRO Headquarters, Bangalore****MILMA (NTR) SHOPPE - Milma Products Retail Distributorship****Jan 2021 – Feb 2023**

- Dairy Products [Fermented/Fat Rich/Frozen/Heat Acid Coagulated] along with Milk based [Refreshing Beverages/Sweets & Confectionery/Dried Products]

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## KEY PROJECTS

**Project Name**      **Daffodil**  
**Client**              Virgin Media (UK)  
**Duration**           September 2016 – September 2020  
**Summary**           Ensure seamless transitions of High priority IT incidents between support teams  
**Responsibilities**   Restore normal service operation as fast as possible and alleviate the negative impact on business operations, thus making sure that contracted levels of service quality are sustained. Liable for managing the lifecycle of all High Priority Virgin Media IT incidents.

**Project Name**      **RAPDRP**  
**Client**              Enzen Global Solutions Limited  
**Duration**           August 2013 - July 2014  
**Summary**           GIS survey for towns in Kerala coming under KSEB RAPDRP Scheme  
**Responsibilities**   Delivery of identified towns in coordination with stakeholders. SPOC w.r.t project delivery. Weekly/Daily Progress tracking, Liaoning with Nodal Officer & other Officials at town level and Partner coordination.

**Project Name**      **SEP Implementation**  
**Client**              Yes Bank Limited  
**Duration**           April 2009 - June 2009  
**Summary**           Symantec Endpoint Protection implementation for branches all over India coming under YES BANK LIMITED  
**Responsibilities**   Implementation, installation and deployment of SEP and Symantec Antivirus for Servers and Clients.

**Project Name**      **ZAPAK Cafe Sustenance Support**  
**Client**              Zapak Digital Entertainment Limited  
**Duration**           April 2009 - June 2009  
**Summary**           Maintenance of Gameplex Cafes all over India coming under Zapak Digital Entertainment Limited  
**Responsibilities**   Provided support including OS, Networking and Antivirus for clients and Servers.

**Project Name**      **Amararaja Batteries FMS and Power zone Support**  
**Client**              Amararaja Batteries Limited  
**Duration**           July 2008 - Dec 2008  
**Summary**           Maintenance of systems and applications for RP's and Outlets under Amararaja Batteries all over India  
**Responsibilities**   Maintenance and support for OS, Networking, Antivirus and also for FMS and Power zone applications.

**Project Name**      **Edusat Pilot Project**  
**Client**              Essel-Shyam Technologies Ltd  
**Duration**           July 2008 - Dec 2008  
**Summary**           Engineering Colleges coming under Vishweswaraya Technological University (VTU) all over the state were connected via Satellite Communication using VSAT technology enabling students all over the state to attend classes held at the central location.  
**Responsibilities**   Maintenance & Servicing of VSAT equipment's installed in 50 institutions within Bangalore and 100 Educational institutions within the Karnataka State.

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## EDUCATIONAL CREDENTIALS

**Diploma in Computer Engineering, 2002**

J.D.T. Islam Polytechnic, Kerala

**Trainings/ Certifications:**

- AWS Certified Cloud Practitioner, 2020
  - CCNA certification, 2011
  - Symantec STSSEP11.0 and SNAC certified
  - MCP certification on Windows
  - ITIL Foundation certificate in IT Service Management
  - Completed McAfee 101 and 201 Endpoint
  - MNAC
  - VSE
  - HIPS certification
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**Date of Birth:** 1<sup>st</sup> December 1983

**Languages Known:** English, Hindi, Kannada and Malayalam

**Family:** Married, 2 kids.

**Reference:** Available on Request