**RESUME**

 

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**OBJECTIVE:**

To pursue a challenging career in IT consulting domain and to be a part of a progressive organization that gives scope to enhance my knowledge, skills and reach pinnacle in the field with sheer determination, dedication and hard work.

**TECHNICAL EXPERIENCE SUMMARY**

* Workspace One/AirWatch troubleshooting and solution delivery.
* MDM/MAM/MEM/UEM Management
* Windows 10 Management, MAC Management
* Windows Server Roles creation. Fixing problems related to IIS, Worker Process and App Pools.
* Network troubleshooting including Wireshark packet capture analysis.
* Active Directory Services; Active Directory, Group Policy Objects (GPO); Group Policy Management Console (GPMC); DHCP; WINS and DNS.
* Per app VPN configuration and issue resolution.
* Android, IOS and Windows application deployment.
* Experience with Email management using SEG including ENS and Push notification issues.
* Understanding of network architecture including experience of HLD.
* Performing SQL queries on Ms SQL data manipulation in tables. Dump collection and health check in SQL server.
* Configuring NetScaler application gateway.
* Log analysis of servers and crash log analysis for applications (XCode and ADB logs)
* Mac and Win10 Management.
* Basic experience with Proxy servers.
* Configuring and troubleshooting VMware Identity Management solution (vIDM)
* Running API calls for bulk management using JMeter and Postman Client.
* Help in mitigating VAPT (Vulnerability Assessment) findings of customers and ascertaining fix after verifying false positive.
* Proficient with Security testing applications like Nmap, Acunetix, BurpSuite, Kali Linux.

**PROFESSIONAL EXPERIENCE**

* Well versed with ITIL lifecycle and SLA attainment.
* Focused on attaining KPI’s for the team.
* Conduct Workspace One components training and webinar for teams.
* Good experience in client escalation management.
* Part of QBR/ABR’s with SAM’s to demonstrate attainments and explain delays in case resolutions.
* Work with on field teams for support account kickoff
* Trained with SAM team as a part of internal training
* Build strong healthy working relationship by providing on-site support once per month.
* Maintain knowledge on upcoming feature set of WS1 product and suggest accordingly.

**WORK EXPERIENCE**

**Organization: VMware (9th May 2016- Till date)**

**Designation:** Technical Support Engineer 3(SME)- Premier Services

 **AirWatch Certifications**

* AirWatch Certified- Enterprise Mobility Expert
* VCP –2018 Digital Workspace
* VCA–Network Virtualization

  **Current** **Roles** **and Responsibilities**

Working as Sr. Premier Services engineer within the capacity of TSE 2. Responsible for addressing escalations from big bet clients. Serve as point of contact from WS1 global support services to engineering team. Work with on-field consulting team in understanding customer use cases and assist support kick off calls by proving customers with knowledge of support function and deliverables.

* Work on escalated issues from frontline engineers.
* Provide MCS support to big bet clients in case of production down scenarios.
* Support components include VMware Workspace One (WS1) Console and Device servers, Application Management, Email Management and Identity management.
* Train the team on WS1 components and mentor new hires of Premier services team.
* Work with engineering team to address feature requests and product defects.
* Assist SAM’s in weekly review calls with customers.
* Help TSE’s in their cases during technical bottleneck.
* Work with REM’s for prioritizing escalations.
* Work with PSO/Field teams to understand use cases and network architecture of new accounts before support transition.
* Works towards attainment of proper TTR for the assigned team.
* Perform case audits to ascertain quality and mitigate bottlenecks.
* Ensure proper case transition process when customer wants round the clock support.
* Keep myself updated with product enhancements and new release and in turn inform team on the same.
* Assist customers on-site for critical issues.
* Handle POD review meetings and understand operational challenges

**Conferences Attended**

1. Vforum 2017, Mumbai (Workspace One Tech Booth)
2. Vforum 2019, Singapore (Workspace One Customer Booth)
3. Moosecon 2017, 2018
4. Nullcon – Xtreme Web hacking 2018
5. CISSP Conference Bangalore 2019

**Certifications:**

1. VCP- Digital Workspace
2. CCNA (Expired)
3. SSCP -ISC2
4. TOGAF 9.0
5. CEHv10
6. ECSAv10
7. PMP (Continuing)
8. ITIL (Continuing)
9. Becoming a Product Manager by Cole Mercer

**Organization: Citrix (8th August 2014- 30th April 2016)**

 **Designation**: Technical Support Engineer

 **Citrix Certifications**

* **NetScaler**- Citrix Certified Associate, Networking -CCP-N
* **NetScaler**- Citrix Certified Professional -CCA-N
* **Xenmobile**- Citrix Certified Professional, Mobility

**Roles and Responsibilities in Citrix:**

* Providing technical assistance to customers and partners of Xenmobile.
* Reproducing and troubleshooting customer issues by analyzing, diagnosing and troubleshooting issues that affects multiple servers used by thousands of users.
* Contribute to the in-house knowledge base and provide technical issue escalation recommendations as needed using appropriate methodology.
* Wrap Citrix native and third-party provider mobile applications for IOS, Android and windows 8.1 phone devices using available Citrix tool called MDX toolkit on laptop models like MAC Pro, IMAC devices and Windows 8.1 before publishing them to become available to application store hosted by APP Controller product.
* Technologies used: working with Citrix products like Xenmobile version 9.0 and 10.0, NetScaler 10.1/10.5 , APP Controller 9.0 , Citrix Receiver for IOS, and Windows , Citrix mobile client applications from Worx Apps family products like Worx Mail, Worx Home integrated with ShareFile client application.
* Experience troubleshooting - DNS, IP Networking, Firewall, SMTP, HTTPS, Load Balancers, ActiveSync.

**ACADEMIC INFORMATION:**

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| --- | --- | --- | --- |
| **Qualification** | **Board/University** | **Year** | **Percentage** |
| B. Tech (Electrical Engineering) | Government College of Engineering, Keonjhar(BPUT) | 2010-2014 |  7.2(CGPA) |

**Internship**: Internship with Citrix Systems, Bangalore. Advanced level training on Networking.

 Basic Level training on NetScaler, XenApp and XenDesktop

 Duration: 23rd June – 28th July 14

**STRENGTHS:**

* Good communication skills and ability to handle multiple tasks.
* Getting along with people easily and being an active member in a team with good leadership qualities.
* Event management skills and disciplined approach to the work allotted.
* Strict adherence to time schedule.
* Ability to grasp and learn new concepts and to assimilate new technology quickly.

**Declaration:**

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

**Place: Bangalore Tilak Acharya**

**Date: 07/08/2019 (Signature)**