**SNEHAL PUROHIT** ITIL v3 Foundation Certified

+91 787.434.1230 <sneh007@gmail.com>

**SUMMARY**

Techno - Management professional, having 10+ yrs. of diversified experience in IT domain in manufacturing and service industry, hands on experience in ITIL Service Operations/Delivery, Managed Services,Service Desk, Team Mgmt, Project Mgmt, ERP (SAP) functional support, dealing with concerned stakeholders, familiar with manufacturing business processes and functional domains. Competent individual driven by passion and values. Ability to effectively influence, negotiate, and communicate with internal and external customers with the sense of ownership to get desired results. An individual performer and a committed team player.

**EXPERIENCE DETAILS**

**# Microlink Solutions Pvt Ltd (Oct 2016 to present)**ISO 9001:2008 Company

Role: Team Leader - Service Delivery (Team Size / Direct Reportees: 20)

**Service Delivery Management**

* To Manage IT AMC, FMS and Other Services Contracts which Includes Need Analysis, Customer Interactions, Defining the Service Scope, Quote Preparation with Cost Estimation, Commercial Negotiation and put efforts to win contracts.
* Team planning, management(Team Size/ Direct Reportees: 20) recruitment with the help of HR, Site Specific Process Definition, Defining SOW, Team Training, Team Deployment, Contract Roll out and Routine Monitoring.
* Attend periodic client service review meeting with key focuses on SLA performance reports and service improvement recommendations.
* Identify and elevate issues impacting on achievement of service delivery objectives and to continually improve services.
* To generate and submit AMC, FMS and Other services proposals to the customers and necessary follow-ups till its closure.
* Customer retention and grievance handling, building rapport with the existing accounts and explore/align sales team for future business opportunities.

**Service Desk Management**

* Driving the efficiency and effectiveness of the service request, incident and problem management process and producing management information, including KPIs and reports.
* Monitoring and validate escalations, mitigating and solving customer escalations with urgency and determination.
* Create Major Incident Reports (MIR/RCA) and monitor progress of MIR/RCA actions.
* Identify incident trends and manage to root cause resolution, prevent recurrence.
* Monitor and manage all severity incidents to SLA and turn-around time (TAT) and ensure that the applications meet the agreed SLA targets in terms of availability and incident response times.

**Performance and Quality**

* Make recommendations for Service Improvement Plans and ensure actions are followed in a timely manner
* Act as the SPOC between site team and back office team for day to day routine activity happens at client place, supervise both the team and instruct for smooth routine coordination.
* To develop, establish, maintain and enhance existing relationships with suppliers – vendors, external service providers and third parties in order to improve the services delivered to the business and it customers while driving down cost.
* Efficient Operations Management by focussing on Quality, Time and Cost parameters.

**Accomplishments:**

* Improved profitability by reducing service AMC cost by 20% with proactive resource planning and management approach
* Able to win renewal of service contracts with desired margin using excellent communication and negotiating skills

**# Innovative Infotech Pvt Ltd (Nov 2014 - Sep 2016)**

Role: Assistant Manager - IT Operations/Support (Team Size / Direct Reportees: 12)

* Monitoring IT Service Desk system tracking incidents and ensuring timely resolution
* Implementing ITIL guidelines i.e. Document Control, Incident Management, Problem Management, Request Fulfilment,
* Prepare SLA report and provide guidelines to improve process and customer response
* Coach peers and conduct training for ITIL guidelines for best practices in ITSM
* IT Infrastructure management i.e. LAN/WAN, Windows 2008 server, AD, DNS, DHCP, System security, Firewalls, VoIP etc.
* Managing Service Desk for providing L1, L2 technical support and troubleshooting
* Prepare and Review annual IT CAPEX/OPEX budget, track actual against budgeted IT expenses
* IT assets management, procurement, software audit compliance, review previous Audit and MIS reports and check noncompliance issues previously identified, Submit and discuss the Audit Report with Operations Head
* Ensure IT requisitions are met for new joinee creation of new user login, email ID, data access control,security rights and mailbox size
* Assess desktop/laptop configuration based on standard employee’s eligibility criteria and level
* Check and approve the requisition form and system configuration recommended
* Develop/Review employee IT clearance for respective regions and ensure revoke of employee’s access to organization data

**# Indian Immunologicals Ltd (Sep 2011 - Nov 2014)**

(WHO-GMP and ISO 9001:14001:18001:27001 Certified Biotech Pharma Company)

Role: Senior Officer - Information Technology (Team Size / Direct Reportees: 4)

* ERP (SAP) functional support for MM, PP, QM, SD modules.
* IT Infrastructure management i.e. LAN/WAN, Windows 2008 server administration, active directory, DNS, DHCP, system security, VoIP.
* Application testing, providing L1, L2 technical support and troubleshooting.
* SOP compliance monitoring and implementation.
* Liaison with vendors to ensure smooth uninterrupted business operations.
* Assistance in the preparation of the Capital and Revenue IT Budgets, to monitor all IT expenditure and ensure it is within approved budgets.
* Participation in IT assets monitoring and control including keeping track of assets, timely maintenance, proper utilization, vendor management, vendor performance review etc.
* Mailing, communication, collaboration with Corporate Office.
* Provision/coordination training for end users.

Accomplishments:

* IT infrastructure setup at Rajkot plant within deadline.
* Successful implementation of auto batching system in manufacturing plant.

**# SIS (India) Ltd (Apr 2006 - Sep 2011)** ISO 9001:14001 Company

Role: Senior Software Engineer

Responsibilities:

* Installation, configuration and upgrading of oracle server software and related products.
* Oracle network environment configuration.
* Implement and maintain database security by creating and managing users, roles and privileges.
* Creating and managing all types of schema objects.
* Logical and physical backup of database.
* Oracle database administration, maintenance and troubleshooting.

Projects:

* Successful implementation of Dotsoft CRM package in telecom giant BSNL in Maharashtra and Karnataka circle. Dotsoft is an integrated package of four modules i.e. Telecom Revenue Accounting, Commercial, Directory and FRS (Fault Repair System). Both projects successfully completed within deadlines and continuous support provided through AMCs.

Technology:

* Centralised database server using Oracle 9i/10g located at hub location and connecting other remote sites accessing the data using front end application developed in D2K (forms/reports 6i)

**QUALIFICATIONS**

* MBA (Operations) from Sikkim Manipal University – 2014
* Diploma IT (2 yrs, Full-time) from CMC Ltd. (TCS group company) – 2003
* B.Com (Med Eng) with Computer Science from Saurashtra University, Rajkot – 2000

**CERTIFICATIONS**

* ITIL v3 Foundation Certified, Accreditation Body: APMG International UK – 2016
* Diploma in Software Testing from IBM Seed Academy, Bangalore – 2009

**SKILLS**

* Operating Systems: UNIX/Linux, Win 7, Win 2008 server
* ERP: SAP - MM, PP, QM, SD modules
* Database: MS Access, MySQL, SQL Server, Oracle 9i/10g
* Tools: MS Office, SharePoint, TOAD, SQL\*Plus, Lync 2013, Skype, ManageEngine
* Network: TCP/IP, DNS, DHCP, telnet, Shared resources, Remote Desktop

**PERSONAL DETAILS**

* Date of Birth:30-July-1980
* Gender:Male
* Languages:Read, Write, Speak (English/Hindi/Gujarati)
* Passport:N2387632 – Valid till 18-Aug-2025