Matha Vanamali

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Total experience: 1year 10 months

Current Job Title: Senior Assistant Service Delivery Co-Ordinator

Career Objective:

I am an enthusiastic and driven professional, committed to a purposeful career characterized by growth, innovation, and significant contributions. My career objective is to secure a dynamic and challenging role where I can equip my skills and passion to continuously learn, create, and innovate, while effectively driving both short- and long-term goals for the organization.

Profile Presentation

A professional dedicated to utilizing the power of technology and business acumen to drive remarkable outcomes. Since joining DXC in September 2021, I have embarked on an enriching Journey, contributing as a DECP within the ITO Cloud Capability and subsequently assuming the role of Senior Assistant Service Delivery Coordinator.

My commitment to continuous learning led me to undergo a comprehensive 35-days training program on InfraOp's – Induction and ITIL by DXC. This training honed my skills in IT service management and provided me with a strong foundation to ensure effective service delivery.

I'm a quick learner and Hard Worker and Proficient in a range of technologies like C, java, HTML .

Professional Work Experience

DXC Technology : Senior Assistant Service Delivery Co-Ordinator in Cloud & ITO in Sep 2021 to till , **Chennai, Tamil Nadu, India.**

- Collaborate with cross-functional teams using Service NOW for ticketing, raising RITMs & Changes, ensuring effective incident and change management processes.
- Utilize various tools to collect and verify data, abstract successful service delivery to clients.
- Making sure that services are being seamlessly delivered to the clients.
- Support the Change Management functions to ensure delivery of service.
- Expertise in tools such as MS Teams, ServiceNow, Jira, and Microsoft Office suite.
- Demonstrated exceptional leadership by coordinating tasks, CAB Meetings, and regular follow-ups to ensure timely completion of assigned team tasks.
- Ensure the delivery of clear communication for critical , change tickets, keeping all key stakeholders in formed to agreed and appropriate levels throughout the change lifecycle.

After Showing excellence in Provisioning related activities. I was moved to T&M project and supported storage arrays migration and its Decommission :

Infra Decommissions Project as a Change Manager Role:

➢ In Decommission as a Delivery Manager at Deutsche Bank UK, a valued DXC customer, I play a virtual role in coordinate the Complex process of asset decommissioning. This role requires meticulous planning, effective coordination, and logical execution to ensure the smooth transition of critical assets within the global data centers. Leveraging the ServiceNow ticketing tool, I raise Requests for Change (RITM'S) and meticulously manage the entire lifecycle of changes, adhering to the highest standards of quality and compliance.

➢ My responsibilities extend to planning, assignment, follow-up, coordination, and stakeholder engagement, culminating in seamless asset transition and change management within the global data centers.

GCP Readiness Kick-off Program:

➢ As a dedicated Team Leader, I played a virtual role in coordinating and supporting the GCP (Google Cloud Platform) Readiness Kick-off Program. This comprehensive program aimed to equip over 90 employees with the necessary skills and knowledge to effectively engage with Google Cloud technologies. Through my leadership and efforts, I ensured the successful completion of the program and facilitated a smooth transition to GCP proficiency for the entire team.

Skills :

Top Skills (Technical/Nontechnical skills)

- C , JAVA , HTML

- MS Office (WORD , EXCEL ,PPT , OUTLOOK , ONENOTE)

- Incident Management , Service Now (SNOW) , Ticketing , Service-Level Agreements(SLA) , etc...

- InfraOp's – Induction (pre-requisite training at DXC) (Sep 30 , 2021 – Nov 15 ,2021)
- GCP self-paced Trainings + Labs , Classroom trainings + Labs , Advanced Migration trainings + Labs ,Case Study, POC , Tech talk, Demos , Presentations , etc..,.

- Migration Parts like GCP to AWS v/s AWS to Azure v/s GCP.

Achievements & Certifications:

- I got a Certificate on **ITIL Foundation Certificate in IT Service Management**.

- I'm successfully completed all the requirements to be recognized as a Google Cloud Certified in **GOOGLE ASSOCIATE CLOUD ENGINEER.**

- I'm successfully completed all the requirements to be recognized as a Google Cloud Certified in **GOOGLE CLOUD : PROFESSIONAL CLOUD ARCHITECT.**

- I got a Certificate on **Microsoft Azure Fundamentals (AZ-900)**

- I got a Certificate on **Microsoft Azure Administrator Associate (AZ-104)**

- I got a Certificate on **AWS Cloud Practitioner**.

- I'm successfully completed all the requirements to be recognized as a Google Cloud Certified in **GOOGLE CLOUD : CLOUD DIGITAL LEADER.**

Awards

- Deliver, Colleagues – Champ Award.

Name of the University   **: Ambedkar University**

Country   **: India**

Graduate   **: B.Sc. (Electronics & Computer's Science)**

Name of the University   **: Andhra University**

Post – Graduate   **: MBA (Human Resources & Marketing)**

Pass out   **: 2021**

Languages

Telugu   **– Oral and Written Proficiency**

English   **– Oral and Written Proficiency**

Hindi   **– Speak & Understand**

Declaration:

I hereby declare that the details furnished above are true to the best of my knowledge and belief. And I assure you that I will work to the fullest of my capabilities and prove myself to be a valuable resource for your company.

Place : Bangalore   SIGNATURE

                                                 (Vanamali Matha)