

Aarti Pimplay
Operations Center Shift Manager (OCSM)

- Email me on Indeed: [indeed.com/r/Aarti-Pimplay/778c7a91033a71ca](https://www.indeed.com/r/Aarti-Pimplay/778c7a91033a71ca)

To work with an organization where I can contribute to the growth of the organization through my skill & knowledge for mutual benefit and to learn and excel in highly competitive environment

WORK EXPERIENCE

Operations Center Shift Manager (OCSM)

Microsoft India -

August 2012 to January 2016

- Handling escalations, notifications, task organization, distribution of work, site status enquiries
- Monitoring the Incidents handled by the team in real time
- Supervising the reporting of Incidents to respective stake holders
- Ensuring proper workflow of Incident and major incident processes are followed
- Escalate events that have a potential MS impacts to Security Analyst or as directed by the Escalation Matrix
- Initiate problem tickets based on the recurring incidents identified
- Reviewing the problem records to ensure timely closure of issues
- Responsible for publishing monthly SLA reports
- Providing OJT, concurrent training
- Global news monitoring (Monitor Global activities on a continual basis)
- Responsible for administrative duties like reviewing performance Metrics, managing breaks/lunch (All stations), Shift Changeover Process and adherence, Policy Reviews and Updates, Supply and equipment requests, OCSM Pass-down Log, Inventory Control, Employee Recognition Requests, Disciplinary Actions, Annual Evaluations, Mentoring and Counselling
- Maintain and share updates on emergency procedures
- Develop and/or update all policies and procedures

Communication Supervisor

Microsoft India -

February 2011 to July 2012

- Managing all incidents based on the priorities
- Publishing executive business notifications during outages
- Responsible for all email communications in GSOC Asia
- Global news monitoring
- Handling and initiating Major Incident conference calls and assisting the respective teams

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- Initiating bridge calls for P1 & P2 Issues

- Providing overall analysis of incidents by performing root cause analysis and quality checks
- Provide supervision to assigned staff
- Maintain an in-depth knowledge of emergency procedures, and adhere to same

Service Desk Analyst

SITEL -

September 2009 to January 2011

- Provided technical support to end users
- Worked as part of escalation team to identify resolution and provide inputs to improve/create KB articles
- Responsible for providing First Call Resolution
- Providing Technical assistance to customers based on the priorities
- Resolving Issues related to networking
- Assist in configuring LAN, Modular Routers and TCP/IP
- Troubleshooting Hardware and System performance issues
- Working with Users to identify and rectify the issues pertaining to Internet and related services
- Worked with different Antivirus Softwares - Installation and troubleshooting
- Team SPOC for Quality and Compliance improvements

ADDITIONAL INFORMATION

SKILLS • Ability to build teams and motivate them towards team goals

- Effective Communication skills
- Able to handle and overcome objections
- Ability to work effectively in a team environment
- Ability to adapt to the changes in organization along with successful implementation of the change in the system