Harneet Kaur

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* Serve as a catalyst for change with a commitment to improving operational efficiencies. Work with cross-functional teams to support strategic program goals. Communicate client business objectives & execute plans that fuel progressive change.
* **Service Lead/Internal Auditor with 6 years experience in Information Technology industry/3 years of experience in Quality Monitering/4 years of experience in BPO industry**. Responsibilities: - project manager / engagement manager / delivery manager / IT consulting / risk and assessment / system analysis and risk identification / Third party audits /
* Respected builder and leader of customer-focused teams; instill a shared, enthusiastic commitment to customer service as a key driver of company goal attainment. Lead by example and ensure the execution of all safety, security, quality and store operations policies.
* Responsible for conducting organization wide security and process initiative.

# Summary of Qualification

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| * **Internal Audit & Compliance** * **Service Delivery – Managing Service Delivery for both Infrastructure & Applications** * **SLA Management** * **Asset Management** * **Vendor Management** * **Handling Internal Audits🡪 Certified ISO 9001:2000 Lead Auditor from BSI** * **Project management – Implementing ISO 27001 (Information Security), Strategy Projects.** * **Certified on ITIL V-3 Foundation-Implemented ITIL & ISO 27001 processes in current & past organization** * **Responsible for Performance Dashboards** * **Customer Service Management** * **Trained on Green Belt Six Sigma** * **Capable of working effectively with all levels of clients.** * **Possess skill in solving problems involving risk services.** * **Team Leadership** * **Performance Improvement** |  |  |

# Professional Experience

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| **Apollo Munich Health Insurance**, GURGAON | June’13 – Till date |

**Manager – Information Technology**

* Successful service delivery - SLA achievement and high level of customer satisfaction.
* Monitoring overall performance of services.
* Collaborating with senior management on client account management and growth.
* Coordinates planned changes with customer service, change management and operations.
* Maintains relationships with technical teams, IT, and business partners. Communicates on major service outages/escalations.
* Manages service delivery teams and individual objectives, performance and development. Develops and operates a broad set of service level management tools.
* Contributes to the establishment and use of best practices in IT service change management.
* Service reporting and sponsoring service delivery meetings.
* Monitors and reports on service delivery metrics and overall performance.
* Audit on ITIL Processes & compliance.

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| **Apollo Munich Health Insurance**, GURGAON | March’10 – June’13 |

**Associate Manager (Service Lead) – Information Technology**

* Accountable for managing service delivery for Infrastructure & Application services, supervise the service delivery team and ensure that the service desk, application support and desktop support run effectively
* End-to-end project tracking, monitoring and management
* Organize and facilitates training and workshops for service delivery personnel.
* Building strong relationships with clients and making sure the services provided are of quality and profitable are also part of the job
* Accountable to network with clients to determine and evaluate their business needs with the aim of setting priorities
* Provides a focus for SLA management and customer satisfaction across the relevant customer base. Ensure the information systems and the review structure for SLAs and client satisfaction are in place and effectively used
* Implementation of ITIL processes & providing trainings
* Review Performance of staff & give them training
* Responsible for preparing & managing Monthly IT Performance Dashboard & presentations for senior management on IT performance
* Conducted third party audits on the basis of Information Security in respects to ISO 27001/ITIL V3 & IRDA guidelines
* Responsible for security audits on IT infrastructure for all the ITIL processes (Recent Security audit’s done for third party vendors like “ TTK Bangalore/Hero BPO)
* Responsible for creating, reviewing & communicating information technology processes & policies across organization
* Present the monthly reviews & presentations to senior management.
* Preparing reports like “Internet Usage”, “outbound E-mail Reports”, etc (Using tools like Z-scaler/Postinni/Asset Explorer (Manage Engine)/Tree Size Professional as a part of monitoring Information Security.
* Responsible for reviewing reports for Network Outage Time reported by the Internet service providers
* Preparing Matrix for outsourcing services to monitor the performance
* Measuring the six sigma level for processes like Incident Management/Change Management in order to improve the TAT
* Responsible for meeting 100% compliance in aspect to ITIL/ISO 9001:2008, responsible for internal audits
* Driving ISO 27001 implementation phase for Apollo Munich Health Insurance.
* Responsible for all the MIS (reduction of incidents/six sigma levels/process matrix) related to IT Infra & Apps

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| Xchanging, GURGAON | July 2007 – March’10 |

Sr. Helpdesk Administrator (Team Lead – Service Desk)

* Handling UK service desk team at global level
* Mentoring the team
* Provide training to the team on ITIL V3/ISO standards
* Monitoring MIS reports
* Responsible for further process improvements/quality audits
* Handling Green belt Six sigma & Kaizen Projects like Seat Optimization, IT security.

Helpdesk Administrator

* Responsible for managing helpdesk calls & tickets logged by users
* Preparing Reports

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| **HyperQuality**, Gurgaon | Aug’05 – July 2007 |

Quality Analyst

* Responsible for monitoring, auditing, and providing first time feedback to the Quality Consultants.
* Handled additional responsibilities like generating various reports and sending it to the management and the clients.
* Attended calibration sessions with the clients.
* Taking training sessions for new batches.

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| **Convergys India Pvt. Ltd**., Gurgaon | Jan'2000 - May'2005 |
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Sr. Customer Care Executive

* Worked as a billing specialist for AT&T.
* Responsible for handling inbound calls and answering customer's inquiries.
* Regular interaction with the customer for various sales promotions, up sells and cross selling’s.
* Got certificates for Quality Customer Satisfaction from the client.
* Supervising and mentoring new agents ensuring uniform growth of team.
* Active participation in increasing the Quality Status of the team by preparing refreshers/quizzes   
   and quality modules for new and tenured team members.
* Floor support to help agents with issues they come up with during calls.
* Provide unparalleled solutions to customers for technical, operational & activation issues.
* Proactively up selling our featured products and packages.
* Maintaining healthy competition among teams across the floor and trying to excel in all areas

possible.

* Identifying Quality issues and fallouts and analyzing trends to suggest & implement solutions.
* Monitoring the feedback provided by the Quality Assurance team in US in terms of consistency &

quality.

* Coaching & counseling the agents in terms of their current performance & suggesting ways to

improve the same.

* Preparing and conducting post analysis presentations, quizzes to enhance the process knowledge

across the floor.

* Facilitating Calibration sessions with the Operations, Quality & Training teams in the US to seek

consistency.

* Following zero-error goal & meeting quality and efficiency standards defined by our client to ensure

customer and client satisfaction.

# Education and Certifications

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| * ***M.A.(English) (Himachal University)*** * ***B.Com (Pass) from Sri Guru Gobind Singh College of Commerce (Delhi University).*** |

* ***Eighteen months Diploma in System Development***
* ***Certified ISO 9001:2000 Lead Auditor from BSI***
* ***Certified on ITIL V-3***
* ***Trained on Green Belt Six Sigma & Kaizen Methodology.***

# Language Skills

* *English 🡪 Fluent in writing & speaking*
* *Hindi🡪 Fluent in writing & speaking*
* *Punjabi🡪 Fluent in writing & speaking*

DATE: HARNEET KAUR