Aakash Chaudhary

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Ahmedabad, Gujarat, India

Summary

Multi experienced. Skills such as ITIL | ITSM | Service Design | IOT | Prince2 | Application Services | Incident Management | Managed Services | Jira | Operations | Continuous Improvement | IT Support & Escalation |Cloud Computing | Service Delivery | Sanity Testing | Scope Management & Control| Enterprise Applications | Product management | Implementation | IT Audit | Performance Monitoring | Compliance Management | Amazon CloudWatch |Technical Support | KPI/SLA | Business process improvement | Client Management | Team Handling | Research & Analytics | Data Management| Research | Functional Associate.

Experience

Service Delivery Manager Ecubix

February 2023 to May 2023

* Responsible for business process improvement.
* Responsible to maintain what is in scope and what is not. Maintain scope control as required.
* Coordinate with tickets and KPI/SLA related continuous improvement.
* Responsible for monitoring project services meeting expectations to client needs.
* Ensuring that everyone has information they need to do. Ensuring all client issues have been satisfactorily.
* Evaluating employee performance.
* Performing audit to determine if processes are being followed correctly.
* Interviewing candidates for new positions.

Incident Manager

Priya Softweb Solutions Pvt Ltd September 2021 to July 2022

* Responsible for coordinating related productions, solutions, monitoring and change management request for application services.
* Coordinating with overall request incidents and problems. Identifying and delivery strategies to reduce overall tickets. Acting as point of escalation and co- ordinate responses raised.
* Responsible for cab compliance into testing and debugging the application for sanity checks.
* Provide comprehensive monthly reports on service level agreement and key performance indicators in supplier review meetings.
* Responsible for maintaining the information technology infrastructure library and making continuous Improvements were required.
* Responsible to monitor and manage amazon CloudWatch for service quotas and limits. Daily reports on reliability actions.

Technical Support Operations Manager Einfochips

January 2017 to August 2021

* Coordinate with software related issue queries or change of enterprise business support application remotely. [Product Knowledge] [Log Reading] [Troubleshoot Configuration]
* Mentored and served as tier level1|2|3 support- based contact and client management.
* Coordinate with software logs through manual and mongodb into client server database.
* Ensure proper service level agreement is followed to maintain client relationship.
* Responsible for coordinating with client and Jira management for project related issue.

Data management Infoanalytica

August 2015 to July 2016

* Responsible for gathering market data and evaluating information from diverse market sources.
* Analyze qualitative and quantitative information to support and review new and existing marketing and sales strategies.
* Responsible for loading, extracting and validating client data entry, data auditing, creating data reports and monitoring all data for accuracy.
* Carry out specified data processing and statistical techniques.
* Responsible for overall project support and integration. Pieces of analysis. Recognize patterns and identify options to solve the identified problems. Assist daily tasks of project management.

Senior market researcher Actionedge research services July 2014 to July 2015

* + Quality certified exam expertise.
  + Responsible for collecting market data and evaluating information from diverse market sources. Involved in various aspects of market research projects requirements capturing and implementation.
  + Areas of expertise on market research tools, data analysis, consumer trends and competitive intelligence.
  + Defining and planning information based on current trends. Verified methods of data collection are effective and accurate.
  + Worked with almost different geographics like United states, United Kingdom, Australia, Malaysia, Singapore, New Zealand, and rest of the Europe regions.

Education

Global Institute of technology from Jaipur Computer Science

Licenses and certifications

* + - Project Management Foundations
    - Product management: Building a product roadmap.
    - Learning ServiceNow.
    - ITIL4 Foundation.
    - AWS Cloud Practitioner.
    - Implementing Microsoft Azure Backup
    - Google Cloud Foundations.
    - Build a project management plan framework in Trello.
    - Introduction to data analysis using Microsoft Excel.
    - Create a project charter with google docs.
    - Business analysis and process management.
    - PI System Basis.
    - Introduction to IT Architecture.
    - Aveva application models rev b.
    - Writing Business Emails

Honors and Awards

* + - Best Team – Einfochips Drivesafe3.0 and Awti support April 2018