MANISH PANDEY
Senior Consultant

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LOCATION Lucknow – 226010

IT Professional with over 10 years of experience; targeting managerial roles in similar industry with reputed organization to enhance skill set and to contribute to the success of the organization promoting mutual growth

PROFILE SUMMARY

- Technocrat with an experience of **10 years** in managing all aspects of **Technical Support, Incident Management & Business Operations** by leveraging infrastructure & operational knowledge to enhance processes
- Currently associated with **HCL Technologies Ltd. as a Senior Consultant**; wherein providing technical support and delivering the projects with expertise gained across the career
- Showcased excellence in leading end-to-end perfection across **Service, Problem, Escalation & Transition** with proficiency in managing technical issues that could impact end-to-end delivery operations, performing root-cause analysis for remedying technical difficulties and providing leadership/direction; expertise in managing **high-severity incidents** to ensure service availability with minimal delay and impact towards ensuring smooth operations of various environments
- Insightful expertise in all aspects of **Project Management** with skills in directing project teams and maintaining high-quality deliverables within time and budgetary parameters; managed all phases encompassing planning, design, scope definition, estimation, resource administration, process management and compliance with quality standards
- **Notable success in managing multiple activities** starting from understanding customer requirements, identifying the right technology stack, deriving the right solution, feasibility study, implementation, process stabilization, performance monitoring, key metrics development, resource deployment, stakeholder reporting, solution planning, architectural design, evaluation & solution implementation, scalability, risk assessment & mitigation, migration & transformation and supporting after go-live
- Competency in developing & maintaining relationships with business stakeholders, defining **service delivery standards** while ensuring adherence to OLAs/SLAs; exhibited excellence in managing various activities pertaining to **IT Operations encompassing setting up of targets, SOP & SLA management, quality assurance & best practices implementation**
- Resourceful at managing the overall **Technical Support Operations** while ensuring maximum customer satisfaction by providing them with service / technical assistance and achieving delivery & quality service norms
- **Self-driven with a passion for technology**; skilled in grasping the big picture and conceptualizing, developing & applying appropriate, practical technology/mix of technologies that meet business needs while minimizing risks and ensuring the management of design phases in compliance with quality standards
- **People Manager**, enthusiastically meeting deadlines with innate skills in building high performing teams Members that excel in delivering business value with high morale & low attrition; training & monitoring performance of the team members for maintaining excellence in operations

CORE COMPETENCIES

Strategic & Operational IT Planning	NOC Monitoring	Database Management
IPC (Incident, Problem & Change)/ SLA Management	Site & URL Configuration	Escalation Management
SOP Implementation & Review	Application Support & Analysis	Stakeholder Management

SOFT SKILLS

- Change Agent
- Collaborator
- Communicator
- Analytical
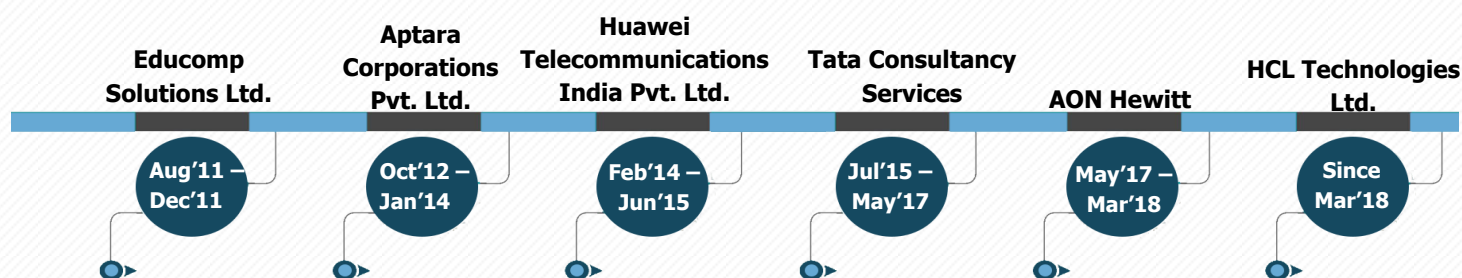- Planner
- Thinker

EDUCATION

B.Tech. – Computer Science & Engineering

Gautam Buddha Technical University, Lucknow

TECHNICAL SKILLS

- Redwood Cronacle Expert
- HPOVO Tool User
- SAP
- Cargonet Tool User
- AWS
- MS Office

CAREER TIMELINE

Educomp Solutions Ltd.	Aptara Corporations Pvt. Ltd.	Huawei Telecommunications India Pvt. Ltd.	Tata Consultancy Services	AON Hewitt	HCL Technologies Ltd.
Aug'11 – Dec'11	Oct'12 – Jan'14	Feb'14 – Jun'15	Jul'15 – May'17	May'17 – Mar'18	Since Mar'18

WORK EXPERIENCE

Since Mar'18 with HCL Technologies Ltd., Lucknow

Growth Path:
Since Jul'21 as a Senior Consultant
Mar'18 – Jun'21 as a Team Lead

Project: Techdata
Description: Tech Data Corporation (Commonly referred to as Tech Data) is an American Multinational distribution company specializing in IT products and services, founded in Clearwater, FL by Edward C. Raymund in Nov'74, headquartered in Clearwater, Florida

Key Result Areas:
❖ Operating as a Tech Lead, leading group of 8 members, with a motive of providing technical support to business clients and their process
❖ Establishing process and protocols in direct assistance with the client for the Project Support Team
❖ Acting as a communication bridge between the organization and the client
❖ Setting up coordination between the teams to ensure smooth workflow process throughout the project
❖ Operating individually as a team member at times of shortage of man – power and executing all the tasks
❖ Guiding the team as per the needs and requirements of the projects and ensuring adherence of SLA's and SOP's as laid by the client
❖ Ensuring minimum escalations throughout the project
❖ Managing client and providing project updates as and when required
❖ Resolving issues on priority occurring in Production and Quality Environment
❖ Monitoring jobs in SAP
❖ Transferring knowledge to new joiners regarding the projects as well as the technical know how of the organization and business protocols

Highlight:
❖ Got best ratings in HCL for contribution towards the betterment of the projects

May'17 – Mar'18 with AON Hewitt, Gurgaon as an Application Support Analyst
Payroll: ITC InfoTech, Gurgaon

Project: Greater Insight
Key Result Areas:
❖ Provided application support to the clients of Greater Insight Application
❖ Managed and resolved all problematic work – flows
❖ Settled – up databases
❖ Configured sites for clients through Kentico Platform

Jul'15 – May'17 with Tata Consultancy Services, Gurgaon as a NOC Engineer
Payroll: Future Focus Infotech, Delhi

Project: Grainger Project (US Based)
Key Result Areas:
❖ Provided NOC Support to the client at TCS Command Centre
❖ Monitored Alarms through HPOVO Tool; monitored networking services on Cargonet Tool using the Service Now Tool for generating tickets and managing escalations
❖ Analyzed jobs for the clients on Redwood Cronacle Tool
❖ Escalated job failures wherever required
❖ Resolved incidents on priority basis
❖ Used SAP Transactions codes to implement transports and checked the status of the Cronacle jobs

Feb'14 – Jun'15 with Huawei Telecommunications India Pvt. Ltd., Noida as a NOC Engineer
Payroll: Evolve Technologies and Services Pvt. Ltd. at Idea Cellular Ltd., Noida

Oct'12 – Jan'14 with Aptara Corporations Pvt. Ltd., Noida as a NOC Engineer

Aug'11 – Dec'11 with Educomp Solutions Ltd., Varanasi as Microsoft Trainer

🎓 CERTIFICATIONS

❖ **AWS Certified Cloud Practitioner Course (CLF – C01) – 2022**
❖ **ITIL Foundation 2017 V3 Certified**

📇 PERSONAL DETAILS

Date of Birth: 9th July, 1988

Languages Known: English and Hindi

Permanent Address: 5/721, Viram Khand 5 Gomti Nagar, Lucknow,226010