



A.S.Rashmi Shetty

Security Delivery Specialist

B A (Economics & History)

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Key Expertise

- Customer Management, Sales Coordinator, Sales Reporting, Sales Process, Lead Generation, Quotation, Negotiation, Deal closures, Team Leadership.
- Risk Management, Compliance Management, Governance, Internal & External Audits,
- Expert in Microsoft Excel and Advance Excel (Pivot, VLOOKUP, Hlookup etc.)
- ISO 27001-2013 Training undergone in 2022.
- Self-Motivator and ability to handle multi-tasking.
- Critical thinking and problem solving. Learning/adaptability skills.
- Good communication and interpersonal skills to work under pressure.

Work experience

IBM India Pvt. Ltd./ Kyndryl Solution Pvt.Ltd

Aug 2019 till date

Role: Security Delivery Specialist (Team-Lead)

Responsibilities: -

- Identified security risks to interact with account solution architect & engagement team to propose opportunities for Request for Services (RFS).
- Evaluation of current security processes in relation to ISO standards and also defends against security breaches and actively isolates and mitigates security risks.
- Support the DPE to ensure that the account Risk register is maintained and assist DPE on compliance to Security Policy. up to date at all time
- Develop and maintain a client facing structure for Day-to-day operation of IT-Security.
- Participate in R&CM Client Threat and Risk Management Process as required with the Client, either quarterly or as per contractual.
- Worked on RCP (Risk Based Continuous Patch), ECM, Incident Tool GACDW (Inventory Management) Tools and Open Page. Centralizing information, providing fast analyses, and supporting in-depth investigations are key.
- Escalate old tickets and assist to team in closing tickets. Create daily, weekly, and monthly reports of incidents to ensure that problematic tickets are logged to stop repeated.

Ingram Micro India Pvt. LTD

April 2017 May 2019

Role: Product Executive

Responsibilities:

- New partner enrolment forms, agreements, user merge and profile updates. establishes relationships with business partners,
- Supporting Product Management by handling VM Ware, products in accordance with revenue, profitability, and customer advocacy.
- Direct interaction with client order to prepare or complete specifications document.
- Co-ordination between Product Manager and Stakeholders
- Monitors competitors' actions and executes marketing agreements and contracts, ensure submit quotes well within the time.,

Rabita Software

Nov 2015 to Mar 2017

Roles: Inside Sales Representative

Responsibilities:

- Developing the Key Account Management and New Business Having a product knowledge as per the customer queries.
- Research accounts Sourcing new sales opportunities through inbound lead follow-up and outbound cold calls and e-mails
- Routing qualified opportunities to the appropriate sales executives for further development and closure.
- For Critical Focal point to make connection with different business verticals like Hewlett Packard / Dell / Microsoft, for pricing & negotiations.

Orbit Peripherals Private Limited

May 2012 to Aug 2015

Roles: Service and Sales Co-Ordinator

Sales Co-Ordinator:

- Actively supported company sales team and sending products info/ marketing material to the customer as and when required.
- Responsible for timely, accurate quotations and various pro-forma invoices to customers, processing inquiries through personal visits, email, phone.
- Responsible to process Govt. and Non Govt PO's.

Service Co-Ordinator:

- Maintain database of customer sales order and invoicing records. Handle and resolve customer complaints/enquiries via mail or phone in a timely and accurate manner.
- Monitor product order shipment to ensure on-time delivery to customers. Aimed at ensuring customer satisfaction and loyalty analyzing complaints, developing new procedures, designing, and implementing customer retention campaigns.
- Maintaining the TCE data, Excellent customer service and problem-solving skills.