



**Yogita Choudhary**



ITIL V4, IT Operation Analyst/Service Desk Lead/PMO seeking roles in Technical Support, Troubleshooting, Incident Management, Problem Management, Change Management, Client management, SLA Management, Escalation management, BMC Remedy, onboarding lead

Current Designation: IT operation analyst/Service Desk Lead/PMO

Total Experience: 7 Year(s) 0 Month(s)

Current Company: Cognizant

Notice Period: 2 Months

Current Location: Pune

Highest Degree: MS/MSc(Science) [Clinical Research]

Pref. Location: Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: IT Operation Analyst/Service Desk Lead/PMO, Team Lead/ Tech Lead, Technical Support, Troubleshooting, Debugging, Incident Management, Problem Management, Change Management, Client management, SLA Management, Escalation management, BMC Remedy, ITIL V4

Verified: Phone Number | Email - id

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

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## Summary

A focused professional offering 9+ years of experience in Technical Support, Troubleshooting, Incident Management, Problem Management, Change Management, Client management, SLA Management, Escalation management, BMC Remedy, ITIL V4, onboarding lead

## Work Experience

**Cognizant** as IT operation analyst/Service Desk Lead/PMO  
Dec 2013 to Till Date

Tools: BMC Remedy, SNOW, SharePoint and Beeline

Project description: Banking Project is intended to address IT Infrastructure & Applications performance issues Roles and Responsibilities.

### ROLES AND RESPONSIBILITIES:

#### Incident Management:

Join and drive Major incident and P1 calls/share notifications with stakeholders (as applicable)

Track and report documentation of learning's through P1 and potential P1s.

Escalate as needed when critical incidents aren't nearing resolution or are close to breaching SLA.

Ensure that there are no breaches from any domain for response and resolution time.

Engage and collaborate with third party vendors and ensure that their performance and services are in line with service levels

Track Open/Ageing Tickets - Drive ageing calls with each domain for quick closure with proper updates. Follow

Escalation channels (if needed) (Daily)

Quality checks (min 5 tickets per day) - Share Feedback with resource and Lead. (Daily)

Incident Management awareness/process sessions. (Weekly)

Provide inputs for all Weekly/ Monthly/ Adhoc Service Management Reports

Promote ITIL methodology and ensure industry best-practices are followed.

Regularly review of incident records to ensure that accurate, complete, and professional documentation is being captured

End to End responsible for the service and takes full Service Desk responsibility for the applications users.

Regular rollout activities such as preparation of User Training Manuals, Online Help Documentation etc. and conducting User Training

End to End coordination with users/clients on Corrective and Adaptive Support.

#### Change Management:

Tracking of open CRQs (all type) - Daily

Raise and validate Normal/ Emergency/ Expedite changes - Coordinate with implementer and provide CAB approvals.

Provide approval for standard and no impact changes.



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Facilitating & managing CAB and Service Review meetings effectively, including the timely generation and distribution of meeting agendas and minutes.

Driving the cab calls and send the FSC to stake holders and operations teams.

Validating the emergency and expedite changes and obtain VP approvals when required.

Ensure all changes are approved and implemented per process and within scheduled window. (No deviations).

Track all the failed changes and publish them to the teams.

Change Management awareness/process sessions. (Weekly)

Responsible for Infra PROD Change Review & Readiness

Provide inputs for all Weekly/ Monthly/ Adhoc Service Management Reports.

Problem Management:

Track all open PBI's/Follow up and update tickets accordingly - Daily

Maintain, follow up and support PBI actions from domain towards LG Problem manager.

Join PBI calls weekly & Monthly.

Problem Management awareness/process sessions. (Weekly)

Provide inputs for all Weekly/ Monthly/ Adhoc Service Management Reports

Data Analysis/ Analytics:

Regular analysis on open/received/resolved incidents, changes, tasks and Problems.

Drive Health Check call - Collate inputs in CHC tracker before daily call.

Quality analysis of resolved and cancelled tickets

Monthly Dashboards (Incident, Change, Problem)

Monthly reports (Tableau and Power Point Presentation)

Service Desk Lead:

RESPONSIBILITIES:

Creating incidents for tracking and measurement purposes

Escalation management, escalation of incidents to the appropriate support groups

Creating & documenting event associated tickets from the incident management queue, in order to escalate to the appropriate level of support

Find recurrent incidents and creating problem ticket

Handling severity 1 and Severity 2 Bridge calls

Major responsibility is to maintain the SLA for critical issues

Establishing work priorities to ensure that daily work requirements & project deadlines are met.

Monthly reports (Tableau and Power Point Presentation)

Train colleagues on applications to ensure proper review of incidents without missing SLA

Follow up on incidents to ensure not to miss SLA

Mainframe daily data monitoring.

#### ● **A Reputed Company** as Data Analyst

Nov 2010 to Dec 2013

Tools: INFORM 4.6 & Clintrial 4.5.

Project description: Responsible as a team member for development, conduct and closeout of different studies for one of our largest client.

ROLES AND RESPONSIBILITIES:

Good knowledge of Clinical Trials and Good Clinical Practice.

Good Knowledge of Study start up, conduct and close out and Discrepancy management.

Worked on INFORM 4.6 & Clintrial 4.5.

Worked on Clinical protocol with different therapeutic areas of Vaccines.

Performed data management activities on the assigned project in a timely and efficient manner.

Generation of queries to clarify and improve the quality of the data- Discrepancy management.

Update database with query resolutions.

Perform the User Acceptance Testing.

Prepare study documentation like edit check specifications, Report Specification etc. for the assigned study.

Perform manual checks and creating study specific reports

Attend Study Team Meetings preparing the MOM and Update the team on DM issues and deliverable Status when requested.

Performed UAT for Other Project in RAVE as to fill up the resource crunch Void.

Skills in Life Science:

Inform 4.6, Clintrial 4.5, batch loading, UAT (DB/Report/DRL) proficiency, BO and SAS Report review and basic SQL writing and review, Standard Updates, ECS writing, RES writing and Offline/Online review and Audit Documentation. Advance Excel.

Proficient in Query management, issue identification and discrepancy management.

Perform external reconciliation to handle manual discrepancies and action the same.

Awareness of ICH/GCP guidelines and 21 CFR part 11.

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## Education

UG: **B.Sc (Microbiology)** from **K.K. Wagh college of engineering, Pune university** in **2008**

PG: **MS/M.Sc (Science) (Clinical Research)** from **Cranfield University, UK** in **2010**

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IT Skills

Skill Name	Version	Last Used	Experience
SQL			

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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