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PARAG VERMA ⭐ Featured

Operations Manager seeking roles in Incident Management,Change Management,Project Management,Problem Management,Configuration Management,Technical Support,System Administration,Service Delivery,Application Development, IT Program Management

Current Designation: Operations Manager -IT

Current Company: CTS

Current Location: Pune

Pref. Location: Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: System Admin

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Operations Manager,System Admin,Incident Management,Change Management,Project Management,Problem Management,Configuration Management,Technical Support,System Administration,Service Delivery,Application Development, IT Program Management

Verified : 📞 Phone Number | Email - id

Total Experience: 9 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree: B.Tech/B.E. [Computers]

Last Active: 9-Nov-20   Last Modified: 9-Nov-20

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Summary

*   Bachelor of Engineering (Computer Science) with 9+ years of experience in Application Engineering, Process Enhancements, Escalations Management, Process Enhancements, Technical Support and Team Management
*   Currently associated with CTS, Pune as Operations Manager
*   Experienced in Transition Planning, Technical Support, Service Delivery, System Administration, Project Management, Change Management, Incident / Problem Management and Configuration Management.
*   A technocrat with hands on experience in leading teams for successful project implementation while ensuring a high-quality customer experience, elevating customer satisfaction in line with SLAs and work processes.
*   Successfully completed Prince 2 Practitioner exam in June 2019.
*   Successfully completed CCNA certification in 2010 and ITIL V3 & Oracle 8i Trainings in 2012
*   An effective communicator with good analytical, coordination, interpersonal and people management skills
*   Currently a B1 Visa holder with CTS.

Work Experience

◉ **CTS** as Operations Manager -IT
Aug 2015 to Till Date

*   Working as an offshore service delivery and Problem manager for Banking Domain major.
*   Leading a team of 12 members for providing service, business and project management support for APAC operations and Hosting services.
*   Responsible for managing all infrastructure events through governance, planning, execution and timely upgrades.
*   Co-ordinate and support all infrastructure event changes with multiple support teams in hosting environment through proper change management and problem management.
*   Solely responsible for Incident Management, Check/Prioritization/Closure/Implementation of tasks raised in tickets. Deployment tracker check and update. Priority items and customer status (SDL weekly update).
*   Worked for providing support on project management and regulatory engagements to ensure successful delivery of key project improvements and upgrades.
*   Co-ordinate with different business partners and stakeholder to ensure successful delivery of key deliverables in a timely manner with good quality.
*   Ownership and actively participated in various risk & control activities and key stakeholder management.
*   Co-ordinated and worked closely with vendor teams and ensured a good quality and timely execution of projects, events and regulatory deliverables.
*   Experienced in dealing with variety of business partners including hosting, consulting and non-IT functions in banking domain.
*   Responsible for various initiatives for process improvements in Infrastructure management to raise the quality standards and provide more flexibility to the system.
*   Adept in managing ITIL operations with focus on top & bottom-line performance and in managing function's performance in line with firm's mission and strategic direction.
*   Conduct/Attend Weekly Governance Call : All Leads, SDM, SMO(Weekly or Monthly based on customer requirement)Customer Governance Call : SMO, SDM, Customer Rep.

* Follow-ups: Pending ticket follow-ups (Coordinate with Customer, TZ Hosting/Consulting support teams and facilitate end to end ownership for tickets which lack ownership).
* Customer Specific view creation in Nimsoft/Service-Now. Report configuration/Report Template creation for reports listed in Reports section.

Education

UG: **B.Tech/B.E. (Computers)** from **Bansal Institute Of Science And Technology, Bhopal** in **2008**

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time