



**Shweta Srivastava**

ITIL, Scrum Master, Consultant seeking assignments in IT Consulting, Program Management, Project Management, Change Management, Active Directory, Data Center Operations, Service Delivery Management, IT Infrastructure Services, BMC Remedy, Internal Auditing

Current Designation: Consultant-IT

Current Company: Tata Consultancy Services

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Project Lead

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Consultant, Project Lead, IT Consulting, Program Management, Project Management, Change Management, Active Directory, Data Center Operations, Service Delivery Management, IT Infrastructure Services, BMC Remedy, Internal Auditing, ITIL, Scrum Master

Verified : Phone Number | Email - id

Total Experience: 6 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree: BCA[Computers]

Last Active: 23-Jan-21

Last Modified: 22-Jan-21

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## Summary

I am ITIL V3 Foundation Certified and Scrum Master Certified. I am handling as a Project Coordinator. Also I handled Major Incident Management, Command Centre operations and Change Management, Auditing and Reporting. Experience in managing and resolving incidents and change requests related to Windows, Active Directory and VMware in a 24/7 environment.

## Work Experience

### **Tata Consultancy Services** as Consultant-IT Jan 2019 to Till Date

Project: SAP MCD SAF

Skills: Service Provider Cockpit (SPC), Service Now, BMC Remedy.

Roles & Responsibilities:

Working as a Project Coordinator in SAF BASIS Team.

Prepare shift schedule.

update team trackers like: KEDB Document, Escalation Tracker, appreciation Tracker etc.

Monitoring mails and reply to them.

When new joiner comes, I take care of their trainings and accesses which require for the project.

Internal Auditing of incident report on daily basis. Incident which has been resolved in 24 hours. I audit those incidents.

Monitor scheduled activities for next 24 hours so that we can avoid missing activities.

Ensuring tickets closure within SLA.

Maintaining the track of incidents handled on the daily basis.

Planning for additional projects assigned by the clients.

Working in enhancing competency level of the team members.

Monitoring of customer dashboard.

Getting action items implemented if there is any escalation from customer end.

Reviewing End of the Shift report.

Before starting any activity, I review whether they have performed the pre-checks or not.

### **HCL Technologies** as Senior Analyst Jan 2017 to Jan 2019

PROJECTS:

Servier

HCSC (Healthcare Service Corporation)

Skills: Service Now, BMC Remedy, HP BSM, Control M, Centreon, HPOM, MoogSoft

Roles & Responsibilities:

Worked as a shift lead of Command Centre Team.

When an issue reported to incident management from business/application team, understanding business/customer



### 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.

impact to upgrade the priority of the incident is the primary task.  
We open a technical bridge with support teams and support managers for all the major incidents like P1, P2 and P3.  
Hosting bridge as a leader and driving it until the issue gets fix  
Discussing server health and basic troubleshooting prior to taking any step.  
When there is a requirement of rebooting servers/Killing jobs/Recycling Instances/rewriting commands/updating certificates etc on the servers, we have to ensure it has to be taken care with appropriate approvals.  
Marking every single update in the incident ticket, which has been discussed in the conference bridge/call.  
Closely monitoring the action/steps performed by the teams on the conference bridges.  
Whenever required, escalating incident to Change/Problem management.  
Routing teams to eCAB for expedite changes or escalating incident/change ticket to be done under emergency change with incident management approvals.  
Handling multiple technical bridges with stakeholders, application/OS support teams and management and accelerating it to resolving state.  
Hourly notifications to be sent for the major incidents.  
Ensuring tickets closure within SLA  
Maintaining the track of incidents handled on the daily basis.  
Knowledge on tools like Service snow, Control M, Centreon, HPBSM, HP OM alert Monitoring Tool.  
Making command centre team to monitor the alerts on Monitoring Tool and routing it to the right teams.

● **Wipro Technologies** as Project Engineer  
Sep 2014 to Dec 2016

PROJECTS:  
Axis Capital.  
Corning Account  
McClatchy Account  
Skills: BMC Remedy V8, Service Now, Cherwell tool, Solar winds, HPOM, MoogSoft

Roles & Responsibilities:  
Windows Server 2012, 2008 R2 installation and troubleshooting.  
Perform all Active Directory account management and administration. Add, remove or disable user and groups.  
Installation of different AD roles and features  
Responding to customer queries, mails and requests on time with quality and following defined process.  
Proactively monitor systems health.  
Performed various troubleshooting and maintenance operations in Windows Server environments. Working and troubleshooting issues related to network connectivity within the domain.  
Incident, problem and Change management using Service Manager.  
Contribute on Best Practices and process to improve productivity in the team  
Handle all client (internal/external) facing meetings  
Timely Escalation / Status updates / reports and 100% SLA Adherence  
Responding to customer queries, mails and requests on time with quality and following defined process.

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**Education**

UG: **BCA (Computers)** from **Chhatrapati Shahu Ji Maharaj University (CSJMU)** in 2014

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**IT Skills**

| Skill Name                 | Version | Last Used | Experience |
|----------------------------|---------|-----------|------------|
| BMC Remedy V8, Service Now |         |           |            |
| Cherwell tool, Solar winds |         |           |            |
| HPOM, MoogSoft             |         |           |            |

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**Languages Known**

| Language | Proficiency | Read | Write | Speak |
|----------|-------------|------|-------|-------|
| English  |             |      |       |       |
| Hindi    |             |      |       |       |

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**Affirmative Action**

Physically Challenged: No

**Work Authorization**

Job Type: Permanent  
Employment Status: Full time

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