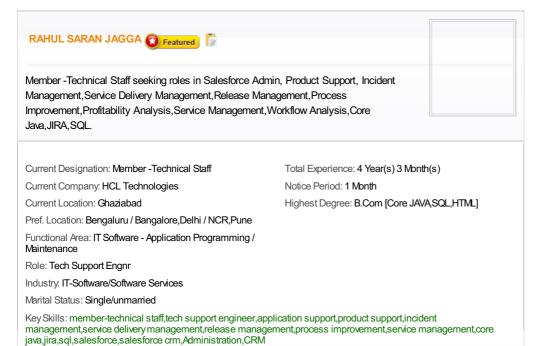


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Verified : Le Phone Number | Email - id

1 Last Modified: 22-Jan-21

Jump to Section

Work Experience | Education | IT Skills |

Summary

- * Result-driven professional offering 4 years of experience
- * Highly successful in meeting & setting KPI & SLA targets; excellence in managing end-to-end service management operations with focus on quality deliverables within specified service norms
- Resourceful in designing reports and dashboards by means of configuration/ point-and-click tools available in
 Salesforce; support and new solutions to drive business processes in Salesforce that are secure and scalable including:
 Workflow Rules and Validation Rules, custom fields, page layouts, custom objects handle all basic administrative functions
 Analyzing escalations received from the L1 team and passing them to the Development Team for the further course of
- * Analyzing escalations received from the L1 team and passing them to the Development Team for the further course of action
- * Effectively managing client relationships; maintaining quality service for all clients and expanding existing relationships

Work Experience

HCL Technologies as Member -Technical Staff May 2016 to Till Date

Key Result Areas:

- * Effectively executing and driving continuous improvement for IT Change Management
- * Implementing policy, procedures and standards to ensure consistent, high quality delivery of services
- * Carrying out recommended updates to the service lifecycle including patching, point releases and major upgrades
- * Using incident and outage trend data to recommend technology or process changes to improve stability and reliability of service
- * Ensuring all schedules, milestones, transition planning, documentation, processing, disposition & implementation of proposed & approved changes are in accordance with requirements
- * Drafting reports on incidents, service requests, status and change management
- * Administering enterprise infrastructure management incidents, problem tickets, service requests & change requests
- * Collaborating with Testers, Developers and Onshore team for faster resolution of environment issues
- * Monitoring troubleshooting of application errors/service inclusive of after-hours and weekends (on-call)
- * Extending production support by managing applications and coordinating with clients
- * Steering the assigned operations pertaining to Access Management and SLA Management within norms
- * Providing support in raising incidents, resolving issues and monitoring incidents to sustain client satisfaction
- Assuring timely escalation of issues within the stipulated monitoring and resolution process

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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

Education

Other Qualifications/Certifications/Programs: Software Engineering

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IT Skills

| Skill Name | Version Last Used | Experience |
|-------------------------------------|-------------------|----------------------|
| Core Java, Salesforce admin, Splunk | | |
| SQL Server, Eclipse, NetBeans | | |
| Splunk, Omniture, Quantum Metric | | |
| WUDBVIEW, JIRA, Ascent | | |
| Service now | | |
| SALESFORCE | 2020 | 2 Year(s) 1 Month(s) |
| SALESFORCE CRM | 2020 | 2 Year(s) 1 Month(s) |

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Languages Known

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

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Affirmative Action

Work Authorization

Category: General Job Type: Permanent

Physically Challenged: No Employment Status: Full time

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