



**KALAIVANI SACHIDHANANDAM**



Operations Lead seeking role in Service Level Management, Operations Management, Business Transformation, Stakeholder Management, Process Automation, Cost Management, Quality Management, Java, J2Ee, SQL Queries, Oracle 10G, Sitescope



Current Designation: It Operations Lead

Total Experience: 14 Year(s) 0 Month(s)

Current Company: ABB GISL

Notice Period: 15 Days or less

Current Location: Bengaluru / Bangalore

Highest Degree: MCA [Computers]

Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Operations Lead, Team Lead/Tech Lead, Service Level Management, Operations Management, Business Transformation, Stakeholder Management, Process Automation, Cost Management, Quality Management, Java, J2Ee, SQL Queries, Oracle 10G, Sitescope

Verified : Phone Number | Email - id

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

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## Summary

A performance-driven professional offering over 14 years of experience in IT Application Support, Service Delivery, Quality Analysis

Contributed to the business and technology vision and direction by influencing strategies and monitoring major technology initiatives using ITSM/ITIL frameworks

Extensive experience in managing cross-functional delivery in a multi-site global environment in developing & executing operational strategies to accomplish top & bottom-line profitability

Decisive & strategic professional with merit of delivering transformational change; expertise in business intelligence reporting systems and business intelligence visualization tools on Tableau as per the business requirements

Added value to the efforts of the organization and drove organizational objectives by successfully implementing process flow & enhanced systems, improvement projects, customer migration and process standardization

## Work Experience

### ABB GISL as It Operations Lead May 2006 to Till Date

Worked as Operations Lead :

Managing the day-to-day delivery and performance of Global applications and services (internally and through 3rd party), as well as for its continuous improvement and control.

Facilitate supplier delivery to agreed service levels and customer satisfaction requirements. Coordinate with vendors at the functional/ tactical level for the assigned applications in finding solutions to incidents/ problems

Engage discussions with customer/supplier and participate into various project activities from planning, gap analysis, requirements gathering, solution designing and deployment of ITSM suite of products.

Involved in Standard Operation Procedure creation for the validate Knowledge Base articles from Supplier end.

Setup GNC IT Services portal and deploy user provisioning workflow using Catalog and Process Automation.

Experience in a business intelligence reporting systems and proficiency in business intelligence visualization tools on Tableau as per the business needs.

Setup automatic events, macros, service types SLA and enhance enterprise wide notification system

Metrics/ KPI Calls and tickets ensuring we understand our KPI support numbers on Weekly and monthly basis.

Perform Audit of process followed by the vendor to ensure the data quality and delivery the service as per the SLA agreement.

Problem Management: Ensuring recurring issues are addressed by the right process and recurring issues escalated to architecture.

Involvement in Automation project on possible tasks which can be automated by providing Use Cases.

### ABB Group as Operations Lead May 2006 to Aug 2019

May 17-Aug 19: ABB Global Business Services, Brigade Magnum, Bengaluru as Operations Lead



### 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.

Jun'14-Nov'17: ABB GISL India as Quality Analyst in Service Desk, Group Functions  
Jan'13-Sep'14: ABB GISL, Bengaluru, India as Operations Desk Lead for GF-IS Applications  
Sep'10-Apr'12: ABB GISL, Bengaluru, India as Service Desk Lead for GF-IS Applications  
Sep'08-Sep'10: ABB-INOPC, Bengaluru, India as Service Delivery Consultant  
May'06-Sep'08: ABB-INOPC, Bengaluru, India as Service Delivery Consultant

Key Result Areas:

As Service Delivery Consultant (ABB-INOPC)

- Supervised day-to-day delivery and performance of Global applications and services (internally and through 3rd party), as well as for its continuous improvement and control
- Documented, developed and maintained service level agreements (SLAs) in consultation with the business units to establish incident & problem resolution expectations and timeframes to meet business objectives
- Provided regular reporting to track issue resolution and compliance with SLA standards
- Delivered input into the development and implementation of action plans to address service/s underperformance
- Engaged in discussions with customer/supplier and participated in various project activities from planning, gap analysis, requirements gathering, solution designing and deployment of ITSM suite of products
- Setup IT Services portal and deployed user provisioning workflow using Catalog and Process Automation
- Managed Metrics/ KPI Calls and tickets to ensure CSI on Weekly and monthly basis
- Worked in Automation project on possible tasks which can be automated by providing Use Cases
- Executed actions in IS processes according to agreed RACIs specification
- Prepared configuration reports using SQL queries for the stakeholder on weekly and monthly basis
- Liaised with vendors at the functional/ tactical level for the assigned applications in finding solutions to incidents/problems
- Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results
- Built credibility, establish rapport, and maintained communication with stakeholders at multiple levels, including those external to the organization
- Maintained continuous alignment of program scope with strategic business objectives, and made recommendations to modify the program to enhance effectiveness toward the business result or strategic intent
- Managed service delivery and quality aspect for entire IT Infrastructure
- Facilitated delivery excellence through process improvements, quality assurance checks of critical deliverables, internal audits and identification of risk/issues
- Drove excellence in service delivery execution; resolved project issues; took ownership and continually improved the delivery methodologies to reduce cost
- Implemented Service Support & Delivery processes like Incident, Problem, Change, Release, Configuration, Capacity Planning, Availability, Service continuity, Demand Management and IT Financial processes
- Guided & mentored subordinates to enhance performance and quality work; prepared training calendars for all team members

SDC Technologies as Application Support Engineer  
May 2005 to May 2006

Attended J2EE Training and continued with Java Application Support with Swing

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Education

UG: B.Sc (Physics) from Madras University in 2000  
PG: MCA (Computers) from Bharathidasan University, Trichy in 2004

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IT Skills

Skill Name	Version	Last Used	Experience
ITIL	V3		
WINDOWS Server	2003 & 2008		
HP Service Manager			
WINDOWS	10		
TABLEAU			
ECM	Bluecoat		
SITESCOPE			
Service now			
SQL,	HPALM		
ORACLE	10G		

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Proficient	✓	✓	✓
Tamil	Expert	✓	✓	✓
Kannada	Proficient			✓

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## Affirmative Action

Category: **General**

Physically Challenged: **No**

## Work Authorization

Countries: **India**

Job Type: **Permanent**

Employment Status: **Full time**

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