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SRINITHI R ⭐ Featured

Senior Engineer - Business seeking roles in Technical Analysis,Project Management,Network Troubleshooting,Incident Management,Change Management,Application Support,Client Management

Current Designation: Lead Engineer	Total Experience: 8 Year(s) 0 Month(s)
Current Company: Valeo Service India	Notice Period: 3 Months
Current Location: Chennai	Highest Degree: B.Sc [Computers]

Pref. Location: Bengaluru / Bangalore,Chennai,Madurai

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: Industrial Products/Heavy Machinery

Key Skills: Senior Engineer - Business,Team Lead/Tech Lead,Technical Analysis,Project Management,Network Troubleshooting,Incident Management,Change Management,Application Support,Client Management,Security Management,Tally,PHP,SQL,Java,C,C++

Verified : 📞 **Phone Number | Email - id**

Last Active: 23-Jan-21   Last Modified: 23-Jan-21

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Summary

Young, energetic result oriented professional with more than 8 years of experience in ITIS .Stabilizing the project from pilot phase. Handling escalated tickets and giving support to the customers from various parts of the world.. Deep understanding of technology with focus on delivering business solutions; Persuasive communicator with exceptional relationship management skills with ability to relate to people at any level of business and management; highly ethical, trustworthy and discreet.

Work Experience

◉ **Valeo Service India** as Lead Engineer
Oct 2020 to Till Date

GISOCC

◉ **Valeo India Private Limited** as SENIOR ENGINEER-BUSINESS
Dec 2015 to Oct 2020

Project Name : Access Management/Transition/Service Delivery Monitoring
Desc :Valeo India is an prominent automobile company with its origin at France.as a business engineer , the role is to manage users requesting access to corporate finance applications.

Key Deliverables:

Incident /Change Management/User Management

*   Have had to opportunity to travel onsite (Paris , France) to initiate the project.
*   Manage users Globally (28 Countries)
*   Ensuring that all the tickets are resolved within SLA
*   coordinating in between new JV POC and Valeo for smooth creation of user access
*   Perform user management and user cleaning activities to ensure data and application security and to avoid licensing issues.
*   coordinating changes for ITSM application with admin team
Transition:

*   Have been an active transition Manager for Project Transition of Service delivery from One service Provider to Other
*   Have been a co-coordinator between two service providers & Valeo to ensure smooth Transition of activity
*   Have ensured for effective transition of activities-Ensured that transition activity is carried out as per the plan and any changes are properly tracked ,Have ensured to provide the correct POC's for Access and other supporting requirements for the new Service provider to have a smooth start of Service.
*   Have ensured that all activities are transitioned an tracked up to closure
*   Have taken care of after Transition activities for the new service providers stabilization
*   Have effectively tracked down the transition status until closure of activities
*   Being the POC for Service Provider at India for after transition activity
Service delivery monitoring :

* Have been successfully able to co-ordinate service delivery status between one of the Reputated Service Providers in Market and Valeo.
* Have to responsibility to track and monitor the services Delivered
* Ensure that all the services delivered are as per the SOW with the Service provider.
* Cascade the Escalations ,If any, to the Service Provider based on the defined escalation Matrix
* Be a point of contact for the service provider in case if they have any clarifications-Discussion with the Top Management for Clarifications and drive to define a solution
* Provide suggestions and Improvement Proposals to the team as and when required
* Co-ordinate and act as a bridge between the Service Provider and Valeo to address concerns from Both sides

○ **Cognizant Technology Solutions** as Senior Systems Executive
Jun 2012 to Dec 2015

Key Deliverables:

* Monitoring servers and working on the alerts raised.
* Troubleshooting network equipment's taking remote if necessary.
* Manipulating the severity of the issue and assigning the tickets to Concerned vendor with appropriate priority.
* Triage incidents and initiate bridge during critical situations.
Project Name :Liberty Mutual Insurance - Incident management /Application support /Change Management
Project Description :Liberty Mutual is one the top insurance companies in USAAs an application support team, we support the online/Mobile applications and other supporting applications used by the business. The team is primarily responsible to make sure the applications are available for use in production

Key Deliverables:

* Monitoring applications in both production and non-production environments and working on the alerts raised.
* Follow up the incidents and ensured that it is resolved within the SLA.
* Ensure that all the priority notifications are sent and documented based on the existing ITIL process
* Based on the ITIL process, track ticket until RCAis done for priority tickets and co-ordinate with change management team.
* Triage incidents and initiate bridge during critical situations.
* Notify the clients and stakeholders regarding any critical situation along with business impact and root cause.

Education

UG: **B.Sc (Computers)** from **KAMARAJAR UNIVERSITY** in **2012**

IT Skills

Skill Name	Version	Last Used	Experience
Windows XP, Windows 7			
MS word, MS excel, MS power point			
C & C++, Java			
PHP, Tally 9, ASP.NET			
SQL, ORACLE			

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔
Hindi	Proficient	✔	✔	
Tamil	Proficient	✔	✔	✔
French	Beginner			✔

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**