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Yogita Choudhary ⭐ Featured

ITIL V4, IT Operation Analyst/Service Desk Lead/PMO seeking roles in Techncal Support,Troubleshooting,Incident Management,Problem Management,Change Management,Client management,SLA Management,Escalation management,BMC Remedy, onboarding lead

Current Designation: IT operation analyst/Service Desk Lead/PMO

Current Company: Cognizant

Current Location: Pune

Pref. Location: Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: IT Operation Analyst/Service Desk Lead/PMO,Team Lead/ Tech Lead,Techncal Support,Troubleshooting,Debugging,Incident Management,Problem Management,Change Management,Client management,SLA Management,Escalation management,BMC Remedy,ITIL V4

Total Experience: 7 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree: MS/M.Sc(Science) [Clinical Research]

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

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

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Summary

A focused professional offering 9+ years of experience in Techncal Support,Troubleshooting,Incident Management,Problem Management,Change Management,Client management,SLA Management,Escalation management,BMC Remedy,ITIL V4, onboarding lead

Work Experience

○ **Cognizant** as IT operation analyst/Service Desk Lead/PMO
Dec 2013 to Till Date

Tools: BMC Remedy, SNOW, SharePoint and Beeline
Project description: Banking Project is intended to address IT Infrastructure & Applications performance issues Roles and Responsibilities.

ROLES AND RESPONSIBILITIES:
Incident Management:
Join and drive Major incident and P1 calls/share notifications with stakeholders (as applicable)
Track and report documentation of learning's through P1 and potential P1s.
Escalate as needed when critical incidents aren't nearing resolution or are close to breaching SLA.
Ensure that there are no breaches from any domain for response and resolution time.
Engage and collaborate with third party vendors and ensure that their performance and services are in line with service levels
Track Open/Ageing Tickets - Drive ageing calls with each domain for quick closure with proper updates. Follow Escalation channels (if needed) (Daily)
Quality checks (min 5 tickets per day) - Share Feedback with resource and Lead. (Daily)
Incident Management awareness/process sessions. (Weekly)
Provide inputs for all Weekly/ Monthly/ Adhoc Service Management Reports
Promote ITIL methodology and ensure industry best-practices are followed.
Regularly review of incident records to ensure that accurate, complete, and professional documentation is being captured
End to End responsible for the service and takes full Service Desk responsibility for the applications users.
Regular rollout activities such as preparation of User Training Manuals, Online Help Documentation etc. and conducting User Training
End to End coordination with users/clients on Corrective and Adaptive Support.

Change Management:
Tracking of open CRQ's (all type) - Daily
Raise and validate Normal/ Emergency/ Expedite changes - Coordinate with implementer and provide CAB approvals.
Provide approval for standard and no impact changes.

Facilitating & managing CAB and Service Review meetings effectively, including the timely generation and distribution of meeting agendas and minutes.
Driving the cab calls and send the FSC to stake holders and operations teams.
Validating the emergency and expedite changes and obtain VP approvals when required.
Ensure all changes are approved and implemented per process and within scheduled window. (No deviations).
Track all the failed changes and publish them to the teams.
Change Management awareness/process sessions. (Weekly)
Responsible for Infra PROD Change Review & Readiness
Provide inputs for all Weekly/ Monthly/ Adhoc Service Management Reports.

Problem Management:
Track all open PBI's/Follow up and update tickets accordingly - Daily
Maintain, follow up and support PBI actions from domain towards LG Problem manager.
Join PBI calls weekly & Monthly.
Problem Management awareness/process sessions. (Weekly)
Provide inputs for all Weekly/ Monthly/ Adhoc Service Management Reports

Data Analysis/ Analytics:
Regular analysis on open/received/resolved incidents, changes, tasks and Problems.
Drive Health Check call - Collate inputs in CHC tracker before daily call.
Quality analysis of resolved and cancelled tickets
Monthly Dashboards (Incident, Change, Problem)
Monthly reports (Tableau and Power Point Presentation)

Service Desk Lead:

RESPONSIBILITIES:
Creating incidents for tracking and measurement purposes
Escalation management, escalation of incidents to the appropriate support groups
Creating & documenting event associated tickets from the incident management queue, in order to escalate to the appropriate level of support
Find recurrent incidents and creating problem ticket
Handling severity 1 and Severity 2 Bridge calls
Major responsibility is to maintain the SLA for critical issues
Establishing work priorities to ensure that daily work requirements & project deadlines are met.
Monthly reports (Tableau and Power Point Presentation)
Train colleagues on applications to ensure proper review of incidents without missing SLA
Follow up on incidents to ensure not to miss SLA
Mainframe daily data monitoring.

- **A Reputed Company** as Data Analyst
Nov 2010 to Dec 2013

Tools: INFORM 4.6 & Clintrial 4.5.
Project description: Responsible as a team member for development, conduct and closeout of different studies for one of our largest client.

ROLES AND RESPONSIBILITIES:
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Good knowledge of Clinical Trials and Good Clinical Practice.

Good Knowledge of Study start up, conduct and close out and Discrepancy management.
Worked on INFORM 4.6 & Clintrial 4.5.
Worked on Clinical protocol with different therapeutic areas of Vaccines.
Performed data management activities on the assigned project in a timely and efficient manner.

Generation of queries to clarify and improve the quality of the data- Discrepancy management.

Update database with query resolutions.

Perform the User Acceptance Testing.

Prepare study documentation like edit check specifications, Report Specification etc. for the assigned study.

Perform manual checks and creating study specific reports

Attend Study Team Meetings preparing the MOM and Update the team on DM issues and deliverable Status when requested.

Performed UAT for Other Project in RAVE as to fill up the resource crunch Void.

Skills in Life Science:

Inform 4.6 ,Clintrial 4.5 , batch loading,UAT(DB/Report/DRL) proficiency, BO and SAS Report review and basic SQL writing and review ,Standard Updates ,ECS writing ,RES writing and Offline/Online review and Audit Documentation .
Advance Excel.
Proficient in Query management, issue identification and discrepancy management.
Perform external reconciliation to handle manual discrepancies and action the same.
Awareness of ICH/GCP guidelines and 21 CFR part11.

Education

UG: **B.Sc (Microbiology)** from **K.K. Wahh college of engineering, Pune university** in **2008**

PG: **MS/M.Sc(Science) (Clinical Research)** from **Cranfield University, UK** in **2010**

IT Skills

Skill Name	Version	Last Used	Experience
SQL			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Marathi				

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**