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NANCY AGARWAL ⭐ Featured 📝

NANCY AGARWAL

SIAM Change Manager Lead, ITIL V4, Change Management, ITIL CONSULTANT,IT Operations Management, Service Management, Vendor Management, Client Servicing,Business Consulting, Process Consultant, Approl Matrix, Tool Workflow, tool Enhancements

Current Designation: Immediately available, SIAM Lead, ITIL V4 certified

Current Company: **Capgemini**

Current Location: Bengaluru / Bangalore

Pref. Location: Bengaluru / Bangalore

Functional Area: IT Software - Application Programming / Maintenance

Role: Outside Consultant

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Operations Management,Project Management,Application Development,Process Improvement,Business Consulting,SIAM Change management,Vendor Management,Service Management,ITIL Consultant,Servicenow,Bmc Remedy,SIAM Change Management,SIAM Lead

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

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

Notice Period: 15 Days or less

Highest Degree: BCA [Computers]

Last Active: 18-Jan-21   Last Modified: 18-Jan-21

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Summary

Rated "Extraordinary" in last two consecutive years' performance cycle
Nominated for 2018 employee of the year award.
Q3 2018 Customer Delight award received.
Recently received "Pat on the back" appreciation from our senior director for delivery contribution and leadership skills.
Received multiple appreciations for my accuracy and delivery intelligence during my tenure in Vodafone.
Nominated for Annual Rising star award in Wipro for the year 2013-14.
Q4 2013 -14 Best TRB (Team Rainbow) Resource.
In recognition to performance and contribution in the year 2013-14, received ?Annual Merit cycle? increase. This was received in addition to Annual increments.
Performance Category 1 resource as trainee in Wipro.

Work Experience

◉ **Capgemini** as Immediately available, SIAM Lead, ITIL V4 certified
Mar 2018 to Till Date

Project 1: Job Profile
Change Managment Lead (SIAM). Managing a team of 5 and also managing Complex Change Management process.
Take ownership to oversee the day to day operations related to Change Management. Understand the customers, business and the impact of the ecosystem on its ability to succeed
Manage the transition and design of the SIAM organization to an CM operational state, including any required staffing, processes, and strategic direction.Taking complete ownership for standalone deliverables, managing the relationship with the client that significantly contributes to the overall success of the project
People Management. Managing a team of 5 Change Mangers to support both Australia and Canada working hours.
Closely connected with CMDB team for the management of contacts and other attributes of the CI. Also, for coordinating creation of new CI for changes having no CI related to them.
Directly support the Program Manager and Deputy to ensure that all SIAM programmatic level responsibilities (e. g., staffing, programmatic deliverables, monthly reporting, ad hoc requests, etc.) are completed in a timely, accurate, and quality manner.
Strategic Planning and creative thinking implementation for smooth requirement fulfilment of the stakeholders.
Recently completed Migration Project Change from Remedy to Service now.
Managing all enhancement required in the ServiceNow Change portal. Connecting with Dev team and proving all details, tracking and chasing it to completion of the enhancement
Complex Change Manager: Coordinate implementation of Changes that require multiple Service Providers
Maintaining, reviewing and updating the Process Documents and WIs. Owner of the Documents for Change Management.
Change management process Creation, management and implementation.
Regular monitoring to avoid schedule implementation time, reduced backlog/ageing, change effectiveness
Consolidate reports related to Change Management from all Service Providers

Take the ownership of Process Data, maintenance & update along with defining Functional requirements for changes, enhancements in the Change Management Process workflows

Conduct regular trainings for process awareness and improve process compliance.

Chairing daily operations call with all vendors/ Service providers and customers to understand where we stand and collecting requirements.Project2: Job Profile

Business requirements solutions provider, analyzing and maintaining data and reports. Maintaining the team SharePoint, change calendar, educating the technical teams, chairing CAB calls, change queue management, team mailbox management, RFC / TECHNICAL IMPLEMENTATION PLAN review, reporting, etc., were a part of day to day activities done by my subordinate CMs. The primary concern is to set up a robust process and get every team to follow the same.

Responsible for Functional, Technical and Business involvement, for end to end solutioning for business, client, tower and Project requirement

Directly support the Program Manager and Deputy to ensure that all SIAM programmatic level responsibilities (e. g., staffing, programmatic deliverables, monthly reporting, ad hoc requests, etc.) are completed in a timely, accurate, and quality manner

Recently completed Migration Project Change from Remedy to Service now.Managing all enhancement required in the ServiceNow Change portal. Connecting with Dev team and proving all details, tracking and chasing it to completion of the enhancement

Complex Change Manager: Coordinate implementation of Changes that require multiple Service Providers

Delivery tracking, coordinating with technical teams, operations and other internal cross functional teams, for smooth delivery of client requirements

Maintaining, reviewing and updating the Process Documents and WIs. Owner of the Documents for Change Management.

Change management process Creation, management and implementation.

Creating process documents.

○ **Vodafone Shared Services** as Senior Executive/ Change consultant
Jul 2015 to Sep 2017

The profile maintains the durability of defined change processes to be followed while implementing any change on the customer network which includes the infrastructure as well. We assess the impact, risks and success rate of changes done on the live network following a well-defined procedure that is evaluated from both the management and technical point of view. The prime concern is customer satisfaction and a trusted service.

Applying governance to all changes activities on the Vodafone network

Manage day to day customer changes within the agreed SLAs

Respond to inquiries as required by research required information using available resources

Understanding change requests and analyzing them to get an accurate RFC.

Communicating with internal technical teams for support during change implementations.

Engaging all the parties when an emergency change is happening.

Reporting and documenting changes.

Handling incident related critical requests where multiple teams are affected.

Handling other party works affecting the customer network and driving it from initiation to completion.

Process end-to-end Change requestsIdentify and escalate priority issues

Create reports every month for performance analysis of the change consultants, change 24/7 team and change manager and yearly performance analysis of the change manager

Using Advance Excel formulas like pivot table, if, if else, vlookup, hlookup, etc. for creating or presenting the required analysis charts and documents.

Presenting score card in the monthly and weekly calls

Managing data of the team and creating ad-hoc reports.

Report pulling from remedy as per requirement.

Creating consolidated MIS reports for the teams under NCM for leadership analysis and comparison and presenting them in the monthly calls

○ **Wipro Info Tech** as Service Desk Analyst
Mar 2013 to Jun 2015

Projects:

Honeywell Technology Solutions as 'Service Desk Analyst'
Job Profile:
Handling desktop related issues Via Email, Chat, Tickets and Calls and ensuring end to end resolution within SLA.
Handling issues related to client specific applications and tools.
Creation, enabling, disabling service accounts, user accounts, etc in Active directory.
Handling outlook and exchange related issues.
Acting as the intermediate between all the teams within Honeywell.
Handling outages.
Working on escalated issues.

OIL India Limited (Assam) as 'SharePoint Support Analyst'
OMDL (Online Monitoring of Drilling Locations) application was built on SharePoint and had various customizations using .net. The main idea behind the project was the tracking and monitoring of the projects in oil and ensuring that the roles of each users is performed within the time frame provided to them. Also the manual register data has been made available online and all the reports are generated online instead of manual tracking and report creation.
Job Profile:
Reporting to the Lead off site. Providing Web support, Training and consultation, and recommendations from client perspective on future planning and recommendations of the project.
Analyze the current project and make changes as per client need in the .net platform (using Visual Studio).
Providing reports by extracting data, using SQL search statements.
Troubleshooting, investigating, analyzing and solve software issues using built in features of SharePoint and extended features developed using .net.
Handling errors or bugs getting generated in the Site.
Health Check of the Project and server on regular basis.
Adhering to the SLA provided by the client for the project to Go-Live with all resources required.
Responsible for transition backend activities.
Setting up a team there for supporting the project as Wipro had to provide 5 years support after the project's Go Live.
Adhering to compliance and data privacy guidelines of Access Management
Ensuring the proper working of the EPM site.
Creation of projects and ensuring that it follows the workflow.
Editing SharePoint forms and reports according to the Client requirements.
Training the actual users of the Client Site on its working and usage.
Managing User accounts in SharePoint by providing relevant permissions/privilege.
Create reports as per the requirement of the client and on ad-hoc basis to monitor the progress of mining entry workflows.

workflows.

Education

UG: **BCA (Computers)** from **Guru Nanak Dev University (GNDU)** in **2012**

IT Skills

Skill Name	Version	Last Used	Experience
Windows 2000/XP/7/8			
Microsoft Office			
Advance Excel			
SQL Sever			
VISUAL STUDIO			
SAP Jam			
BMC Remedy		2018	4 Year(s) 7 Month(s)
SQL Sever			

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Bengali				
Assamese				
Punjabi				

Projects

- Project Title: **SIAM Change Management Lead**
  Client: **Brookfield**
  Nature of Employment: **Full Time**   Duration: **Mar 2018 - May 2020**
  Project Location: **Bangalore**   Onsite / Offsite: **Offsite**
  Role: **Domain Expert**   Team Size: **5**
  Role Description: **Change Manager**
  Project Details: **Change Management, SME, process handling, Client Management**

- Project Title: **Change Consultant**
  Client: **Vodafone**
  Nature of Employment: **Full Time**   Duration: **Jul 2015 - Sep 2017**
          Onsite / Offsite: **Onsite**
  Project Details: **Change Management, ticketing, affected services check, OLOs, IPD, Circuit**

- Project Title: **SharePoint Developer**
  Client: **Oil India Limited**
  Nature of Employment: **Full Time**   Duration: **Jul 2014 - Jun 2015**
          Onsite / Offsite: **Onsite**
  Project Details: **SharePoint Admin Support and Development, testing phase,**

- Project Title: **Service Desk Analyst**
  Client: **Honeywell Technology Solutions**
  Nature of Employment: **Full Time**   Duration: **Jun 2013 - Jul 2014**
          Onsite / Offsite: **Onsite**
  Project Details: **call support, chat support, email support, technical it service desk**

Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**